

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE 1 OF 5 PAGES
2. AMENDMENT/MODIFICATION NO. 2	3. EFFECTIVE DATE Same as Bk. 16C	4. REQUISITION/PURCHASE REQ. NO. N/A	5. PROJECT NO. (If applicable)	
6. ISSUED BY NASA Shared Services Center Procurement Office, Bldg. 5100 Stennis Space Center, MS 39529-6000 Attn: Ann Sharpe		14. ADMINISTERED BY (If other than Item 6) CODE		
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP Code) COMPUTER SCIENCES CORPORATION Information Technology & Science Solutions Division 7700 Hubble Drive Lanham Seabrook, MD 20706		(4) 9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. X NNX05AA01C 10B. DATED (SEE ITEM 13) May 17, 2005		
CODE		FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

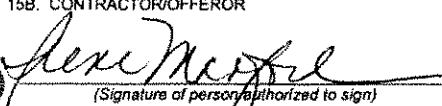

(4) A.	THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
B.	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
14.	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
14.	OTHER Specify type of modification and authority Contract Section I FAR Clause 52.243-2, "Changes-Cost Reimbursement," AUG 1987 w/Alt II, APR 1984
E. IMPORTANT:	Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>3</u> copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

	<u>Contract Amount</u>	<u>Incremental Funding</u>
Prior Amount	\$ [REDACTED]	\$ [REDACTED]
This Action	\$ [REDACTED]	\$ [REDACTED]
New Total	\$ [REDACTED]	\$ [REDACTED]

See Continuation Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Irene Manford Director of Contracts		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) ANN SHARPE Contracting Officer	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 1/19/06	16B. UNITED STATES OF AMERICA  BY (Signature of Contracting Officer)	16C. DATE SIGNED 1/20/2006

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FAR (48 CFR) 53.243

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

A. The purpose of this Supplemental Agreement is to provide for: Revisions to Section B, Section and to Section J's Attachment Numbers. J-1, "NSSC Performance Work Statement," J-2 "Data Requirements Description," J-3 "Technical Exhibits," J-10 "List of Government-Furnished Property," J-16 "NSSC Interim Facility Requirements," and J-17 "NSSC Integrated Transition Schedule." These changes are the result of CSC's proposals dated 11/14/2005, 12/14/2005, 1/5/2006, and 1/17/2006, and negotiations which were completed on 1/18/2006. These changes result in a decrease in contract value covering the full 10-year period. Accordingly the contract document is changed as follows:

1. In Section B.2, "Estimated Cost and Award Fee," all dollar amounts listed under columns "Estimated Cost," "Maximum Available Award Fee" and "Total," are hereby revised as indicated on replacement Contract Page 1 -- which is ATTACHMENT 1 -- to this Modification.

2. In Section F.2, "Period of Performance," dates are changed as indicated on replacement Contract Page 7 -- which is ATTACHMENT 2 -- to this Modification.

3. In Section G.2

Under subparagraph (d), add: "As a minimum, in addition to the original to the Paying Office, copies of the cost voucher shall be provided one (1) to the Contracting Officer Technical Representative and one (1) to the Contracting Officer."

Under subparagraph (f), add: "As a minimum, in addition to the original to the Paying Office, copies of the cost voucher shall be provided one (1) to the Contracting Officer Technical Representative and one (1) to the Contracting Officer."

See ATTACHMENT 3 to this modification, which is replacement Page 10 to the Contract.

4. In Section G.5, "Award Fee for Service Contracts," change Item "(1)" of paragraph (b) by deleting "plus two months" to read as follows:

"(1) The first evaluation period will cover the Contractor's performance during the Phase-in period; "

See ATTACHMENT 4 to this modification, which is replacement Page 13 to the Contract.

5. In Section G, add the following:

"G.9 SUBCONTRACTS

Subcontract requirements apply as included in Section I FAR Contract clause 52.244-02, "Subcontracts," and its Alternate I.

In accordance with FAR Clause 52.244-2, the Contracting Officer's consent is granted to the Contractor to subcontract with the following: ... " {See ATTACHMENT 5 to this modification, which is additional Page 16.a to this Contract. G.9 is set forth in full and the list of subcontractors consented to are in Modification ATTACHMENT 5.}

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

6. Attachment Number J-1 entitled, "Performance Work Statement (PWS)," is hereby changed as indicated in ATTACHMENT 6 to this modification. This ATTACHMENT 6 replaces and updates Attachment J-1 to the Contract. Changes to J-1 are reflected below.

- a. Under Section 3.1, "Financial management (FM)," add the following to the end of the listed bullets:
 - "Support SAP R/3 technical and business process activities for the design and implementation of NSSC financial and procurement modules, including configuration and technical support for the working capital fund (WCF)."
- b. Delete Section 3.1.4, "Reporting NASA Contractor-Held Property," along with its associated Data Requirement Document under Attachment J-2 (DR Number 3.1-13), as this requirement is no longer to be performed by the SP.
- c. Under Section 3.1.6.1, "User IT Support," add the following to the end of the listed bullets:
 - "Provide technical and business management support in application of SAP R/3 to NSSC operations, including application of the working capital Fund (WCF)."
- d. Under Section 3.2.1.1, "Drug Testing Administration," see changes to the quantity of requirements in ATTACHMENT J-3's work-load data due to revisions to mandatory guidelines for Federal workplace drug testing programs.
- e. Under Section 3.2.1.5, "Employee Recognition and Awards Processing," change the second sentence by adding words as indicated below. This provides for change from manual processing to automated.

"This includes processing of awards through the NASA Automated Awards System (including all"
- f. Under Section 3.2.1.11, "Development of Information Materials," change the first sentence to read as indicated below:

"The SP shall maintain existing and develop informational materials related to a variety of Agency programs."
- g. Change the first paragraph under Section 3.2.2.2., "Registration/Reimbursement for Individually Funded Training Activities," by adding a second sentence as follows:

"Individually funded training is defined as training that requires registration and funding specific to an individual attendee. The SP shall accomplish the following tasks using the Agency Learning Management System (LMS)."
- h. In Section 3.2.2.4, "Training Data Entry," change the first sentence to read as indicated:

"The SP shall enter data into NASA automated Learning Management System (LMS) when implemented (currently Administrative Schedule Track"

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

- i. Change Section 3.2.2.5., "Administration and Oversight of On-Line Agency Training and Agency Systems," as follows. This change results in reduction of work required of the Service Provider for management and administration of on-line training services as much of the responsibility of the Agency's Learning Management System (LMS) will be provided by the LMS' vendor, Plateau, Inc.

"The SP shall support Agency on-line training systems and Agency e-learning portals. Currently this includes the Site for On-Line Learning and Resources (SOLAR), ASTAR and NORS, which are all scheduled to be replaced by the Agency Learning Management System (LMS) when implemented. Support includes:

- **Facilitating resolution of issues between NASA and the LMS contractor.**
- **Supporting NASA users in password resets, connectivity, and training as required to access and efficiently use LMS.**
- **Supporting NASA users in loading new course materials to the LMS website.**
- **Providing ad hoc reports as requested.**
- **Maintaining and updating on-line course catalogues, course availability, and course content.**

The support activities referenced above shall consider customer needs and feedback as expressed through identification of Agency and Center-specific training needs, systems functionality comments as well as advances in on-line training capability."

- j. Section 3.2.2.7, "Procurement Training – GS-1102 Training Program," is hereby (1) physically moved to Section 3.3.1, "Procurement Processing and Other Administrative Services," and (2) renumbered as Section 3.3.1.5. Section 3.2.2.7 is marked "RESERVED."

- k. In Section 3.3.2, "Grants and Cooperative Agreements," the requirement for all NASA-wide existing Grants and Cooperative Agreements with remaining period of performance of one year or longer to be transferred to the SP for administration has been withdrawn. That is, the SP is only required to provide for administration of new Grants and Cooperative Agreements awarded by the SP; no existing awards will be transferred to the SP.

See also Section 3.3.2 in Technical Exhibit No. 3, "Estimated Workload Information," of ATTACHMENT J-3 regarding associated changes to work-load data for proposal purposes, wherein (1) there are now only two transition waves instead of four, (2) breakdown in quantity of new awards per contract year has been revised, and (3) the line and associated estimated quantity for administration of existing Grants and Cooperative Agreements has been deleted.

- l. Section 3.3.5, "NASA Contracting Intern Program (NCIP)," is hereby (1) physically moved to Section 3.3.1, "Procurement Processing and Other Administrative Services," (2) renumbered as Section 3.3.1.6, and (3) subparagraphs set off by bullets in lieu of numbers 3.3.5.1 through 3.3.5.4. Section 3.3.5 is marked "RESERVED."

7. Contract Section J-2 entitled, "Data Requirements List/Data Requirements Description (DRL/DRD)," is hereby changed as indicated in ATTACHMENT 7 to this modification. This ATTACHMENT 7 replaces and updates Attachment J-2 to the Contract.

8. Revisions to Technical Exhibit 3, "Estimated Workload Information," of Contract Section J, attachment number J-3, "Technical Exhibits," is not included in this Modification as it does not contain contract requirements – as Technical Exhibit 3 is only provided for proposal purposes under the Letter RFP.

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

9. Contract Section J, attachment number J-5, "Award Fee Plan," is changed as indicated in ATTACHMENT 8 to this modification. This ATTACHMENT 8 replaces and updates Attachment J-5 to the Contract.

10. Contract Section J, attachment number J-10, "Government Furnished Property," is hereby changed as indicated in ATTACHMENT 9 to this modification. This ATTACHMENT 9 replaces and updates Attachment J-10 of the Contract.

11. Contract Section J, attachment number J-16, "NSSC Interim Facility Requirements," is changed per the following:

a. The dates and square footage information contained in the first Section entitled, "General Description," and its Exhibit D-2, "CSC Team Interim Facility Schedule," and under Exhibit D-5 are changed per the ATTACHMENT 10 to this Modification.

b. In Exhibit D-5, under column entitled, "How We Meet the Requirement," the following sentence in Section "g. RENT" is hereby deleted in its entirety:

"However, CSC will not invoice NASA for the cost of the Interim Facility."

12. Contract Section J, attachment number J-17 entitled, "NSSC Integrated Transition Schedule," is hereby changed as indicated in ATTACHMENT 11 to this modification. This ATTACHMENT 11 replaces and updated Attachment J-17 of the Contract.

B. List of Attachments to this document:

ATTACHMENT NO. 1 – Replacement Page No. 1 of the Contract.....	1 Page
ATTACHMENT NO. 2 – Replacement Page No. 7 of the Contract.....	1 Page
ATTACHMENT NO. 3 – Replacement Page No. 10 of the Contract	1 Page
ATTACHMENT NO. 4 – Replacement Page No. 13 of the Contract	1 Page
ATTACHMENT NO. 5 – Additional Page No. 16.a to the Contract	1 Page
ATTACHMENT NO. 6 – Replacement Section J-1, Performance Work Statement.....	52 Pages
ATTACHMENT NO. 7 – Replacement Section J-2, DRL/DRD.....	60 Pages
ATTACHMENT NO. 8 – Replacement Section J-5, Award Fee Plan	13 Pages
ATTACHMENT NO. 9 – Replacement Section J-10, List of Government Furnished Property...	1 Page
ATTACHMENT NO. 10 – Insert to Section J-16, Interim Facilities.....	1 Page
ATTACHMENT NO. 11 – Replacement Section J-17, NSSC Integrated Transition Schedule..	5 Pages

C. Contractor's Statement of Release:

In consideration of the modification(s) agreed to herein as complete equitable adjustments of Computer Sciences Corporation (CSC) proposals dated November 4, 2005 through January 17, 2006, from Ms. Irene Manford, received in response to NASA/NSSC's Letter RFP Number NNX06SS001R, and discussions between CSC with Ms. Manford representing as Lead Negotiator, and NASA/NSSC with Ms. Ann Sharpe as Lead Negotiator during the period November 17, 2005 through January 17, 2006, wherein negotiations were held and completed on January 18, 2005, and for which the negotiated amount is an reduction in contractual value of [REDACTED] for the overall ten-year period, and [REDACTED] for Phase-in and the five-Year Base Period), The Contractor hereby releases the Government from any and all liability under the Contract for further equitable adjustments attributable to such facts or circumstances giving rise to the contract changes set forth herein.

D. Except as provided herein, all terms and conditions of the document referenced in Item 10A, as heretofore changed, remain unchanged and in full force and effect.

PART I – THE SCHEDULE**SECTION B, SUPPLIES OR SERVICES AND PRICES/COSTS****B.1 SUPPLIES AND/OR SERVICES TO BE FURNISHED**

- (a) The Contractor shall provide the services in support of the NASA Shared Services Center (NSSC) as described in Section C of this contract and shall perform and/or deliver the following:

CLIN	Description	Reference	Schedule
01	Services in accordance with the PWS for Phase-in period	B.2, C.1	See F.2
02	Services in accordance with the PWS for Base period	B.2, C.1	See F.2
03	Services in accordance with the PWS for Option 1 period	B.2, C.1	See F.2
04	Services in accordance with the PWS for Option 2 period	B.2, C.1	See F.2
05	Services in accordance with the PWS for Option 3 period	B.2, C.1	See F.2
06	Services in accordance with the PWS for Option 4 period	B.2, C.1	See F.2
07	Services in accordance with the PWS for Option 5 period	B.2, C.1	See F.2

(End of Clause)

B.2 ESTIMATED COST AND AWARD FEE (NFS 1852.216-85)(SEP 1993)

The estimated costs and award fees for each period of this contract are as follows:

Item No	Description	Estimated Cost	Maximum Available Award Fee	Total
CLIN 01	PHASE-IN	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 02	BASE PERIOD	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 03	OPTION 1	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 04	OPTION 2	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 05	OPTION 3	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 06	OPTION 4	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 07	OPTION 5	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
TOTAL BASE + OPTIONS		\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
GRAND TOTAL (WITH PHASE-IN)		\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
Note:	The periods of performance for periods 01-07 are included in clause F.2 of this solicitation.			

(End of clause)

SECTION F DELIVERIES OR PERFORMANCE**F.1 LISTING OF SECTION F CLAUSES INCORPORATED BY REFERENCE**

The following clauses are hereby incorporated by reference in accordance with FAR 52.252-2
CLAUSES INCORPORATED BY REFERENCE (FEB 1998):

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) –

CLAUSE NUMBER	DATE	TITLE
52.242-15	AUG 1989	STOP-WORK ORDER – ALTERNATE I (APR 1984)
52.247-34	NOV 1991	F.O.B. DESTINATION

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
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NONE INCLUDED BY REFERENCE

(End of Clause)

F.2 PERIODS OF PERFORMANCE

1) The phase-in period of performance of this contract shall be from September 1, 2005 through February 28, 2006.

2) The base period of performance of this contract shall be from March 1, 2006 through August 31, 2010.

3) If exercised, the period of performance for Option 1 of this contract shall be from September 1, 2010 through August 31, 2011.

4) If exercised, the period of performance for Option 2 of this contract shall be from September 1, 2011 through August 31, 2012.

5) If exercised, the period of performance for Option 3 of this contract shall be from September 1, 2012 through August 31, 2013.

6) If exercised, the period of performance for Option 4 of this contract shall be from September 1, 2013 through August 31, 2014.

7) If exercised, the period of performance for Option 5 of this contract shall be from September 1, 2014 through August 31, 2015.

- (d) Copies of vouchers should be submitted as directed by the Contracting Officer.
As a minimum, in addition to the original to the Paying Office, copies of the cost voucher shall be provided one (1) to the Contracting Officer Technical Representative and one (1) to the Contracting Officer.
- (e) If the Contractor is not authorized to submit interim cost vouchers directly to the paying office as described in paragraph (b), the Contractor shall prepare and submit vouchers as follows:
- (1) One original Standard Form (SF) 1034, SF 1035, or equivalent Contractor's attachment.
DCAA mailing office (for submission of cost vouchers) address:
Defense Contract Audit Agency
One Mall North, Suite 200
10025 Governor Warfield Parkway
Columbia, MD 21044
- (2) Five copies of SF 1034, SF 1035A, or equivalent Contractor's attachment to the following offices by insertion in the memorandum block of their names and addresses:
(i) Copy 1 NASA Contracting Officer;
(ii) Copy 2 Auditor;
(iii) Copy 3 Contractor;
(iv) Copy 4 Project Management Office
- (3) Contracting Officer may designate other recipients as required.
- (f) Public vouchers for payment of fee shall be prepared similarly to the procedures in paragraphs (b) or (c) of this clause, whichever is applicable, and be forwarded to:
REGIONAL FINANCE OFFICE
GODDARD SPACE FLIGHT CENTER
GREENBELT, MD 20771
NASA Shared Services Center

This is the designated billing office for fee vouchers for purposes of the Prompt Payment clause of this contract.

As a minimum, in addition to the original to the Paying Office, copies of the fee voucher shall be provided one (1) to the Contracting Officer Technical Representative and one (1) to the Contracting Officer.

In the event that amounts are withheld from payment in accordance with provisions of this contract, a separate voucher for the amount withheld will be required before payment for that amount may be made.
(End of Clause)

G.3 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (NFS 1852.245-71) (JUN 1998) (ALTERNATE I - MAR 1989)

- (a) The Government property described in the clause at NFS 1852.245-77, List of Installation-Accountable Property and Services, shall be made available to the Contractor on a no-charge basis for use in performance of this contract. This property shall be utilized only within the physical confines of the NASA installation that provided the property. Under this clause, the Government

- (f) Reserved.
 - (g) Medical treatment of a first-aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.
 - (h) Cafeteria privileges for Contractor employees during normal operating hours.
 - (i) Building maintenance for facilities occupied by Contractor personnel.
 - (j) Moving and hauling for office moves (excluding the move from the interim to the permanent NSSC facility), movement of large equipment, and delivery of supplies.
 - (k) The user responsibilities of the Contractor are defined in paragraph (a) of the clause at 1852.245-71, Installation-Accountable Government Property. They are further defined in the following property management directives and installation supplements to these directives.
 - (1) Series 4200.1, NASA Equipment Management Manual.
 - (2) Series 4200.2, NASA Equipment Management System (NEMS) User's Guide for Property Custodians.
 - (3) Series 4300.1, NASA Personal Property Disposal Manual.
 - (4) Series 4100.1, NASA Materials Inventory Management Manual. SSC will provide the Contractor with all applicable regulations, handbooks, and other materials that may be required.
 - (m) Installation services facilities: duplicating and copying, library, official mail services, general use printers.
 - (n) Government Bills of Lading (GBL)'s for shipment of Government property located onsite and offsite.
 - (o) Disposal Services for excess on-site and off-site Contractor-held/Government-owned property.
 - (p) Fuels, oils, lubricants for Government vehicle and equipment operation.
- (End of Clause)

G.5 AWARD FEE FOR SERVICE CONTRACTS (NFS 1852.216-76) (JUNE 2000)

- (a) The Contractor can earn award fee from a minimum of zero dollars to the maximum stated in NASA FAR Supplement clause 1852.216-85, "Estimated Cost and Award Fee" in this contract.
- (b) The Government shall evaluate the Contractor's performance on a periodic basis to determine the amount of award fee earned by the Contractor during the period in accordance with attachment J-5, and as follows: (1) The first evaluation period will cover the Contractor's performance during the **Phase-in period; and (2) subsequent** to this first period, the Government shall evaluate the Contractor's performance every six (6) months.

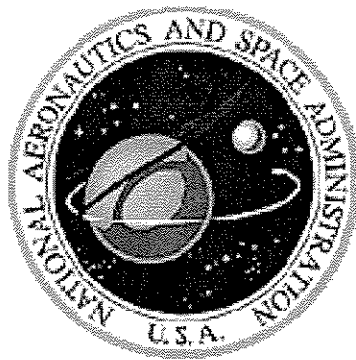
G.9 SUBCONTRACTS

Subcontract requirements apply as included in Section I FAR Contract clause 52,244-02, "Subcontracts," and its Alternate I.

In accordance with FAR Clause 52.244-2, the Contracting Officer's consent is granted to the Contractor to subcontract with the following:

Subcontractor	Item/Service Description of Work PWS	Expected Contract Type	Business Size
[REDACTED]	Training support in the Human Resources Support (PWS 3.2)	[REDACTED]	[REDACTED]
[REDACTED]	Procurement Support services PWS (3.3)([REDACTED]	[REDACTED]
[REDACTED]	Financial Management Support (PWS 3.1)	[REDACTED]	[REDACTED]
[REDACTED]	Financial Management Support (PWS 3.1)	[REDACTED]	[REDACTED]
[REDACTED]	Lead role in Financial Management Support (PWS 3.1) services and provide Human Resources Support (PWS 3.2)	[REDACTED]	[REDACTED]
[REDACTED]	Financial Management Support (PWS 3.1)	[REDACTED]	[REDACTED]
[REDACTED]	Human Resources Support (PWS 3.2)	[REDACTED]	[REDACTED]
[REDACTED]	Human Resources Support (PWS 5.3.2) Procurement Support (PWS 3.3)	[REDACTED]	[REDACTED]
[REDACTED]	Records management services under PWS' 2.0, 3.2, 3.3 and 3.5	[REDACTED]	[REDACTED]
[REDACTED]	Lead in Procurement Support (PWS 3.3)	[REDACTED]	[REDACTED]
[REDACTED]	Human Resources Support (PWS 3.2)	[REDACTED]	[REDACTED]
[REDACTED]	Financial Management Support Services (WBS 3.1.1)	[REDACTED]	[REDACTED]

NASA Shared Services Center (NSSC) A-76 Competition



PERFORMANCE WORK STATEMENT

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1 INTRODUCTION

1.1 OVERVIEW

This Performance Work Statement (PWS) describes the performance objectives for operating functions that will be consolidated and performed at the National Aeronautics and Space Administration Shared Services Center (NSSC). For purposes of this document, the term "Service Provider (SP)" refers to the Government or private sector organization selected to perform the work in accordance with Office of Management and Budget (OMB) Circular A-76 (Performance of Commercial Activities). The Service Provider (SP) shall exercise management and operational control over and retain full responsibility for the performance requirements set forth in this PWS.

The services required under this contract or letter of obligation support a broad range of functional activities for Financial Management (FM), Human Resources (HR), Procurement, and Information Technology (IT). The requirements and work descriptions included in this PWS have been organized by functional activity. This grouping is not intended to dictate the SP's organizational structure. It is the SP's responsibility to create the most effective and efficient organization to meet all of the requirements of this PWS.

1.2 BACKGROUND

The National Aeronautics and Space Administration (NASA), also referred to as the "Agency," intends to consolidate select business and technical services that are currently performed across the Agency into a single Shared Services Center to increase operational efficiency and improve overall customer service. Initial services provided by the NSSC will include select human resources, financial management, procurement, and information technology services. The work described in this PWS is currently performed both by government and contractor personnel. As indicated in Attachment J-17, work will be gradually transitioned from the NASA Centers to the NSSC following contract or letter of obligation award. Additional operational activities within the functions listed above may be migrated to the NSSC, as deemed appropriate by NASA.

1.3 NASA ORGANIZATIONAL DESCRIPTION

NASA conducts a wide range of Research and Development (R&D) activities that benefit mankind. Four Mission areas focus Agency efforts and promote successful accomplishment of the NASA mission: Science, Exploration Systems, Space Operations, and Aeronautics. These Mission areas are the Agency's main business lines. They set program direction and oversee work across the Agency for their specific business area.

NASA is a highly collaborative and geographically dispersed Agency with approximately 18,000 civil service employees. Its components include a Headquarters (HQ), in Washington, D.C., nine nationwide Centers, the Jet Propulsion Laboratory (JPL), as well as off-site facilities that support these Centers (such as White Sands Test Facility and Wallops Flight Facility). Private industry, academia, other Federal and state organizations, and international partners assist NASA in the accomplishment of operational and programmatic requirements.

1.4 NSSC OVERVIEW

1.4.1 Mission Statement

The NSSC mission is:

“To provide timely, accurate, high quality, cost effective and customer-focused services to NASA.”

The NSSC will improve upon the tradition of excellence for the Mission Support functions at NASA. By consolidating services, NASA expects to achieve synergy within and across functions that will reduce resource requirements for institutional support areas and position the Agency for further business process improvements and innovations.

1.4.2 Strategic Objectives

The Strategic Objectives of the NSSC are:

- To provide unparalleled customer service.
- To implement an organization that employs shared services leading practices in management and process development.
- To drive toward a One NASA experience for all employees and vendors by standardizing business processes and management systems.
- To achieve savings that result in more resources for NASA Mission objectives.

1.4.3 Organization

The NSSC will consist of civil servants responsible for the inherently governmental activities not included in this PWS and the overall management of the NSSC. The supporting elements in the NSSC organization include: the SP, Agency Seat Management Services (ODIN) contractor, Agency Contract Closeout contractor, and various contractors providing NSSC administrative services such as security, facility planning, and mail services. The NSSC organization will also include virtual elements located at the Marshall Space Flight Center: NASA Data Center (NDC), Agency Wide Area Network (WAN) Services, and Integrated Financial Management (IFM) Competency Center.

1.5 PWS OVERVIEW

This document outlines both cross-cutting and function-specific SP requirements. It also includes various Technical Exhibits to assist in understanding the requirements. Section 2 “Management, Administrative, and General Requirements” discusses those requirements that are crosscutting and apply to all functions. Section 3 “Performance Requirements and Objective” define the requirements specific to the four functional areas: Financial Management (FM), Human Resources (HR), Procurement, and Information Technology (IT).

2 MANAGEMENT, ADMINISTRATIVE AND GENERAL REQUIREMENTS

The SP shall perform NSSC SP management functions, including but not limited to: resource management, scheduling, subcontract management, configuration management (CM), quality control, business management, and risk management. The SP shall ensure that its subcontractors perform these same program management functions, as applicable to their specific responsibilities. The SP shall establish a management approach that embodies sound financial management concepts and controls, stewardship, flexibility, strong customer-focus, and best business practices. The SP shall perform the activities/functions outlined in this PWS in accordance with all applicable Federal, state, and local requirements.

In support of the NSSC mission, the SP shall develop and maintain a leadership culture characterized by process-centered, customer-focused values that are understood, acted upon, and routinely measured at all levels of the organization. Key elements of strategic alignment are:

- NSSC mission and strategic objectives.
- Business values that align with and support the mission and strategic objectives.
- A set of leadership and management practices that are observable evidence of NASA's values.
- Measurement methods to baseline and periodically measure strategic objective alignment.
- A well-developed system that mobilizes leaders at every level to foster the mission and the strategic objectives.

2.1 SERVICE PROVIDER EMPLOYEE REQUIREMENTS

2.1.1 SP Personnel Training

NASA periodically will provide mandatory training for all NSSC employees in areas such as safety, security, occupational health, and fire prevention for NSSC occupants. When mandatory training sessions are held, the SP shall ensure that its employees attend and maintain attendance records. Training will include, but is not limited to:

- Security orientation training that covers internal security requirements and procedures outlined in NASA Procedural Requirements (NPR) 1600.1 "NASA Security Program Procedural Requirements," as amended.
- Safety orientation training that covers occupational health and safety requirements outlined in NPR 8715.3 "NASA Safety Manual," as amended.

2.1.2 SP Employee Data

The SP shall maintain an on-line employee roster, accessible to the Contracting Officer's Technical Representative (COTR) and other designees, of individuals who perform work under this PWS. The roster shall be updated for each change within five (5) working days of its occurrence. The SP shall include the following information in the roster:

- Employee Name
- Labor Category/Job Title
- Phone/Pager/Cell Number

- Facsimile Number
- Site Location/Address
- Room Number
- Mail Stop
- E-mail address
- Emergency Point of Contact

2.1.3 SP Personnel Access

NASA reserves the right to control and deny access to its facilities, property, and data, including those that are identified in this PWS. Access privileges are tailored to individual NSSC personnel responsibilities. NASA will have the final authority in determining access privileges. NASA's exercise of its right to grant and revoke access by particular individual(s) to its facilities, property, or information will not constitute a breach or change to the contract or letter of obligation, regardless of whether said individual(s) are employed by the SP, and regardless of whether said individual(s) are precluded from performing work under the PWS.

2.1.4 Designation of Position Risk Level

Prior to employment, all NSSC SP staff shall have an appropriate background investigation (security screening) and receive a favorable access determination from the designated servicing NASA Center Security Office. The SP shall comply fully with NASA Federal Acquisition Regulations (FAR) Supplement 1852.204 and NPR 1600.1 "NASA Security Program Procedural Requirements," Chapter 4, as amended. At a minimum, the SP shall:

- Designate each SP position established within the NSSC as High, Medium, or Low Risk per the NASA FAR Supplement and NPR 1600.1 "NASA Security Program Procedural Requirements," Chapter 4, as amended.
- Conduct appropriate background investigations based on the individual's position risk level as outlined in NPR, "NASA Security Program Procedural Requirements," Chapter 4, as amended.
- Forward the results of completed background investigations to the designated servicing NASA Center Security Office for final access determination.

2.1.5 Equal Employment Opportunity

The Service Provider shall comply with all equal employment opportunity requirements and make diversity a priority at the NSSC. The SP shall foster an environment that respects the diversity of the entire workforce and provides opportunities for employees to contribute to fulfilling the NSSC mission (DRD 2.1-1).

2.2 RECORDS MANAGEMENT

The SP shall provide timely and accurate records maintenance and storage in accordance with NASA Policy Directive (NPD) 1440.6G "NASA Records Management" and NPR 1441.1D "NASA Records Retention Schedule," as amended. The SP shall maintain an index for the NASA records generated, managed, and maintained in support of the NSSC. The SP shall develop a plan for documentation development and management and operate a records and files management

program in compliance with applicable Federal laws and regulations. The plan shall address and assure the identification, marking, management, preservation, and disposition of NASA documentation and records regardless of format. The NSSC Contracting Officer (CO) shall govern access to NASA records.

2.3 REPORTING/INFORMATION REQUESTS

The SP shall respond to all data calls and requests for reports and information, including scheduled and ad hoc requests, from the COTR or NSSC CO. The SP shall notify the COTR of requests received from other sources prior to responding to those requests. The SP shall provide support to the NSSC CO for all Freedom of Information Act (FOIA) requests and refer FOIA inquiries to the NSSC CO.

2.4 NSSC SITE VISITS/INSPECTIONS

The SP shall support all NSSC site visits and inspections when notified by the COTR. The SP shall cooperate with visiting Government personnel conducting official inspection visits and surveys. The SP shall notify the COTR of planned visits, investigations, or corrective actions required by Federal, state, and local agencies. The SP shall notify the COTR of the unannounced arrival of representatives from any external Federal, state, or local government agency or organization.

2.5 WORKLOAD DATA REPORT/PERFORMANCE METRICS

The SP shall provide and maintain a controlled-access on-line, automated management and work information system(s). This management information system shall reflect the workload expended by the SP to accomplish the requirements of the contract or letter of obligation and this PWS.

Access to this system will be defined by the COTR. The SP shall provide authorized users with electronic access to this system. Access includes the ability to read and download data, and construct and execute ad hoc queries and custom reports with current and historical data. Data shall be compatible with Microsoft software products. Data shall be current, accurate, and complete. The SP shall develop and maintain user guides and provide training for users on how to access on-line management information systems.

Attachment J-3 Technical Exhibit 4 contains the Performance Requirements Summary (PRS), which is a listing of minimum performance requirements that the Government intends to use to verify and evaluate SP performance. The SP shall develop, maintain, analyze, and report performance metrics for work described in this PWS, particularly, performance requirements addressed in the PRS. The SP shall report these metrics as part of management reviews. The SP shall provide objective, measurable metrics as partnered with the NSSC. The SP shall report existing or potential problem areas with recommended solutions. The SP shall submit a monthly electronic Performance Metrics Report to the NSSC, in accordance with DRD 2.5-1.

The SP shall prepare and deliver reports upon request from the NSSC CO or COTR. Requested reports may contain Administratively Controlled Information (ACI) as defined in NPR 1600.1 "NASA Security Program Procedural Requirements," Chapter 5, section 5.22, as amended.

2.6 INNOVATION AND CONTINUOUS PROCESS IMPROVEMENTS

The SP shall continuously assess and benchmark internal processes to look for ways to improve services. The SP shall continuously improve business processes and increase productivity to continually optimize the quality of services provided to the NSSC. Additionally, the SP shall provide support in developing business case analysis for future NSSC work identified by the NSSC management team.

2.7 SECURITY

NASA will appoint a civil servant as the in-residence NSSC security coordinator who will be responsible for interfacing with NSSC management, coordinating all NSSC security requirements associated with facility protection and personnel access with the servicing NASA center security office, and interfacing with the NSSC SP security point of contact (POC) on matters affecting NSSC SP personnel and operations. The servicing NASA center security office will provide all required facility protection and personnel access support. The NSSC security program shall be in compliance with NPR 1600.1 "NASA Security Program Procedural Requirements," as amended. Determinations as to the effectiveness of the NSSC security program will be conducted by the NASA Office of Security Management and Safeguards and/or the designated servicing NASA center security office.

The SP shall identify a single POC to serve as the interface with the NSSC security coordinator. The SP shall provide this information to the COTR within ten (10) calendar days of award of contract or letter of obligation. In the event that the POC must be changed, the SP shall notify the COTR of the proposed change no later than (15) fifteen days prior to proceeding with the change.

2.7.1 Physical Security

Physical security requirements necessary to ensure appropriate protection for NSSC personnel, facilities, and information will be established and managed by the NSSC security coordinator in accordance with NPR 1620.3 "Security Requirements for NASA Facilities and Property," as amended.

2.7.2 Personnel Security Clearances

In coordination with the NSSC security coordinator, SP personnel whose duties require access to Classified National Security Information (CNSI) shall submit requests for security clearances in accordance with the procedural requirements established in Chapter 6, NPR 1600.1 "NASA Security Program Procedural Requirements," as amended. The Office of Security Management and Safeguards has final authority when determining an individual's access to CNSI.

2.7.3 Key Control

The SP shall establish and maintain procedures to ensure that any NSSC access media, such as keys, badges, and pass codes, issued to SP employees by the NSSC security coordinator or servicing NASA Center Security Office are not lost, misplaced, or used by unauthorized persons. SP procedures shall include the requirement to maintain current, accurate, comprehensive records that include the following data:

- a. The names of individuals to whom access media are assigned
- b. Access media control numbers

SP access control records shall be electronically accessible to the COTR. The SP shall not duplicate NASA-issued access media without written authorization from the NSSC security coordinator. Use of NASA-issued access media is restricted to the SP employees to whom they are issued. The SP shall not permit entrance to controlled or locked areas by any person other than SP personnel engaged in the performance of NSSC work.

The SP shall report any occurrence of lost media or unauthorized access to the NSSC security coordinator immediately upon discovery of the loss or unauthorized access. Additionally, for each lost access media occurrence, the SP shall forward a written report to the NSSC security coordinator by close of business (COB) the next business day, unless directed to do otherwise by the COTR. Lost access media reports shall contain the access media control number, location(s) accessed by the person who lost the access media, date the access media was discovered missing, name of person who signed for the access media, immediate risks and mitigation, and any other relevant details.

2.8 SAFETY AND OCCUPATIONAL HEALTH

The SP shall conduct all work in a safe manner and in compliance with, at a minimum, Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), and NPR 8715.3, "NASA Safety Manual," as amended. If a safety requirement cannot be met, the SP shall submit a "deviation/waiver" request for approval, as outlined by NPR 8715.3, Section 1.19, "Safety Variance," as amended. The SP shall maintain and report to NASA an accurate record of work-related illnesses, accidents, and incidents resulting or causing injury or death and accidents resulting in damage to government property, supplies, and equipment. All mishap reporting and close calls will be conducted in compliance with NPD 8621.1H, "NASA Mishap and Close Call Reporting, Investigation, and Recordkeeping Policy," as amended. The SP shall immediately report to NASA all "Unsafe" or "Unhealthy" conditions within the workplace. The SP shall submit an anomaly report for each major anomaly, in accordance with DRD 2.8-1.

For fire safety, the SP shall comply with all applicable Federal, State, and local requirements pertaining to Fire Protection and Life Safety, and NASA Standard (STD) 8719.11, "NASA Safety Standard for Fire Protection."

2.8.1 Disaster Recovery and Emergency Situations

Emergency situations (including, but not limited to, disasters of any kind whether natural disasters, accidents, or terrorist-related in nature) may necessitate the SP to operate on an extended schedule (including days or shifts not normally scheduled), or on a curtailed basis, at a different level of service, or not at all. This includes changes in security condition levels for the facilities, which may impact normal operations.

Extreme weather conditions may warrant temporary office evacuation or NSSC closure. The SP shall respond to extreme weather conditions according to COTR direction, and shall inform all SP employees of these instructions. Announcements of facility closures will be made in the following manner: during normal duty hours, notification will be given through normal chain of management; during non-duty hours, notification will be made through local radio and television channels. Facility closings shall not interfere with the SP operation and/or maintenance of the critical systems. Such interruptions will be considered when assessing SP performance for the affected period. The SP shall develop and implement an Emergency Preparedness Plan that complies with NPD 8710.1A, "NASA Emergency Preparedness Program," as amended, and all applicable Federal, State and local requirements governing emergency preparedness programs (Data Requirements Document: DRD 2.8-2).

The SP shall establish and maintain a notification system capable of notifying SP key personnel of critical system failures and security alarms during non-duty hours. The SP shall develop and submit to the COTR for approval the SP's Emergency Situations and Contingency Operations Support Plan. All SP employees identified as essential personnel shall remain on duty, or report for duty in accordance with the procedures outlined in the Emergency Situations and Contingency Operations Support Plan (DRD 2.8-3).

The SP shall participate in all scheduled and unscheduled fire drills or other scheduled safety and emergency-training exercises, which may necessitate interrupted services unless directed otherwise.

The SP shall support all emergency preparedness activities to include disaster recovery planning and execution, and contribute to the development of the NSSC Continuity of Operations Plan (COOP). This will require the SP to closely collaborate with the NSSC in the development of an integrated COOP Plan that helps ensure the safety of SP and NSSC inherently governmental personnel, and guarantees continuity of NSSC operations.

The SP shall create, execute, obtain approval for, update, maintain, provide audit support, and test Disaster Recovery Plans for all systems and applications developed and managed by the SP. Additionally, the SP shall support the NSSC management team in disaster recovery activities pertaining to Agency systems. The SP shall conduct and participate in test exercises as required by applicable Disaster Recovery Plans.

The SP shall adopt existing and/or create, execute, obtain approval, update, maintain, and test COOPs for all systems and applications developed and managed by the SP. Additionally, the SP shall support the NSSC management team in reviewing COOP documents for the virtual sites and interfacing systems.

2.8.2 Occupational Health

The SP shall conduct all work in a safe and healthy manner in compliance with, at a minimum, OSHA, Department of Labor regulations and NASA NPR 1800.1, "NASA Occupational Health Program Procedures," as amended.

2.9 RISK MANAGEMENT AND MITIGATION

The SP shall perform and maintain a comprehensive risk management and mitigation program for abating all identified management and technical risks, including labor relations; loss of skill sets and institutional knowledge to support functional activities; information systems infra-structure; disruption to current service levels; and the organizational change necessary to implement NSSC's vision for providing outstanding customer service. The SP's Risk Management Plan shall be documented in accordance with DRD 2.9-1.

2.10 QUALITY CONTROL

The SP shall establish and conduct a Quality Management System (QMS) for all services provided under this contract that complies with the guidance in ISO 9001–2000 Quality Management Standards. The SP shall use ISO 10005 as a guide for developing a Quality Control Plan. The SP's Quality Control Plan shall be documented in accordance with the DRD 2.10-1."

2.11 SP FINANCIAL MANAGEMENT

The SP shall submit detailed and accurate monthly and quarterly Financial Management Analysis Reports on NASA Forms (NF) 533M and 533Q, respectively, in accordance with the contract or

letter of obligation schedule and the instructions in NPR 9501.2D, NASA Contractor Financial Management Reporting, as amended (DRD 2.11-1).

The SP shall submit a Monthly Allocation Cost Report (DRD 2.11-2). The report shall contain algorithms used to allocate costs for SP-services to NASA Centers and Headquarters based on workload generated by each.

The SP shall submit a Year-End Cost Estimate Report (DRD 2.11-3) in addition to an Annual Phased Plan Report and Variance Analysis (DRD 2.11-4).

The SP shall respond to requests for information in support of annual budget development and other special budget exercises.

2.12 PHASE-IN AND TRANSITION

The SP shall perform the requirements of this PWS in accordance with the SP Phase-In Plan, SP Transition Schedule, and the NSSC Integrated Transition Schedule (ITS) included in Section J. The SP shall manage its readiness, receipt, and coordination aspects of initiating a given activity or task. The SP shall support the NSSC transition readiness process in order to certify SP readiness to proceed with transition of activities. The SP shall support and document lessons learned reviews accordingly.

2.13 NSSC CUSTOMER SUPPORT HOURS

The SP shall provide the capability to support external NSSC customers from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday. Some activities may require other than normal business hour processing. SP holiday, night, and weekend work shall be performed on an exception basis as extenuating or unique requirements dictate. As such requirements are identified, the SP shall promptly notify the NSSC COTR or CO.

2.14 CERTIFICATIONS, LICENSES, AND PERMITS

The SP shall obtain all necessary certifications, licenses, and permits required for performance of work and for complying with all applicable Federal, state, and local laws and regulations.

2.15 ENVIRONMENTAL REQUIREMENTS

The SP shall comply with all Federal, state, and local environmental protection laws, regulations, and standards. The SP shall limit the quantity of Hazardous Materials (HAZMAT) on-site to the minimal amount necessary for normal operations.

All plans and certifications required by Federal and State laws or NASA regulations and policies cited in the contract or letter of obligation or this PWS shall be provided to the NSSC.

The SP shall provide all reports required by Federal, State, and local regulations, Executive Orders, NPD's and NPR's within the timeframe established by the regulatory requirement, Executive Order or NASA requirement. Reports shall be provided via the NASA Environmental Tracking System (NETS) or other means, as specified in the requirement.

The SP shall comply with the current documents below:

- NPD 8500.1B, "NASA Environmental Management," dated April 27, 2004, as amended.
- NPR 8830.1, "Affirmative Procurement of Environmentally Preferable Products," dated February 1, 1999, as amended, is incorporated into the Contract or letter of obligation

with the exception that the approval authority for waivers contemplated in the NPR is the NSSC NASA Environmental Manager.

- NPR 8580.1, "Implementation of the National Environmental Policy Act (NEPA)," as amended, and Executive Order 12114, dated November 26, 2001.

2.16 ENERGY MANAGEMENT

The SP shall comply with the energy efficiency and water conservation goals and requirements of the National Energy Conservation Policy Act 42 USC 8251-8287, as amended by the Energy Policy Act of 1992, Public Law (PL) 102-486, and of Executive Order 13123, Greening the Government Through Efficient Energy Management, dated June 3, 1999. The SP shall also comply with:

- NPR 8570.1, "Energy Efficiency and Water Conservation Technologies and Practices," as amended, with Change 1 dated March 30, 2004.
- Presidential Memorandum on Energy Conservation at Federal Facilities and Related Information dated May 3, 2001.

2.17 CUSTOMER SATISFACTION

The SP shall employ industry accepted as well as innovative techniques to measure customer satisfaction. The target audience shall be both internal and external NSSC customers. The employed techniques shall enable customer assessment of SP performance with respect to accuracy, timeliness, quality, and overall effectiveness. The SP shall develop and deploy tools to assess the full scope of SP performance. The SP utilized tools/techniques shall facilitate evaluation based on objective as well as subjective criteria. Trends in customer satisfaction shall be monitored and reported monthly (DRD 2.17-1).

3 PERFORMANCE REQUIREMENTS AND OBJECTIVES

Section 3 of this PWS provides SP performance requirements and objectives. It is organized by function as follows:

- 3.1: Financial Management (FM)
- 3.2: Human Resources (HR)
- 3.3: Procurement
- 3.4: Information Technology (IT)

Section 3 has been organized for convenience in preparing and defining the requirements. However, this is not intended to suggest or dictate the SP organization.

Within each sub-section an introduction is provided, followed by the detailed SP requirements. Specific performance requirements related to these activities are included in Attachment J-3, Technical Exhibit 4, "Performance Requirements Summary."

3.1 FINANCIAL MANAGEMENT (FM)

The SP shall process accounts payable, accounts receivable, travel, payroll, and financial reporting (DRD 3.1-1). The SP shall use all existing NASA systems in operation at time of transition. The SP is required to use NASA's existing Core Financial software - SAP R/3 - to

perform the financial management activities. The SAP version to be used is Industry Solution – Public Sector (IS-PS) version 4.62c, as updated. The SAP modules that are currently in use are Materials Management (MM), Funds Management (FM), Sales and Distribution (SD), Controlling (SAP CO), Project Systems (PS), and Financials (FI), which include SL - Special Ledger. The SP is required to use Business Warehouse (BW) for reporting, query and reconciliation activity. NASA's policies and procedures include NASA's Financial Management Regulations (FMR) (previously the Financial Management Manual (FMM)) and On-Line Quick Reference (OLQR). NASA's OLQR is a web-enabled central repository containing SAP user procedures, forms and job aids. The SP shall use NASA's travel system in operation at time of transition. NASA anticipates implementing an eTravel solution at time of transition of the activity. The software currently in use is Gelco's Travel Manager. NASA will provide training for the NASA-configured SAP modules. WebTADS is the time and attendance system in use by the Agency. Payroll processing shall utilize the Department of Interior (DOI) Federal Personnel and Payroll System (FPPS).

The SP shall perform the following activities, which include, but are not limited to:

- Develop and maintain appropriate internal controls based on generally accepted accounting principles and NASA policy. Submit Internal Control Plan (DRD 3.1-2).
- Collect information, reconcile data, and provide support to respond to requests received from NSSC internal reviewers, and by NASA from internal and external auditors.
- Perform periodic reconciliations as required by NASA policy and procedures. Prepare financial reports.
- Input transactions into NASA's SAP Core Financial module, Gelco's Travel Manager, the WebTADS time and attendance system, and financial reporting to the U.S. Treasury.
- Utilize the NASA SAP Core Financial module, Business Warehouse, Payroll, and Time and Attendance systems for report generation, retrieval, and distribution in accordance with DRD 3.1-1.
- Perform fiscal year end and New Year activities as required by NASA policy and procedures.
- Design, develop, and update NSSC Finance web pages.
- Update, and maintain SP performance metrics (DRD 3.1-3).
- Refer issues regarding the interpretation of Federal regulations and NASA policy to NASA.
- Complete training as outlined in TE 10: "NASA-Configured SAP and IFM Training."
- Submit new processes to improve efficiencies to a NASA official for approval prior to implementation.
- Support SAP R/3 technical and business process activities for the design and implementation of NSSC financial and procurement modules, including configuration and technical support for the working capital fund (WCF).

3.1.1 Accounts Payable

In accordance with Federal regulations and NASA policy, the SP shall process accounts payable, accounts receivable, travel, payroll, and financial reporting. The SP shall use all existing NASA systems in operation at time of transition. The SP is required to use NASA's existing Core Financial software - SAP R/3 - to perform the financial management activities. The SAP version to be used is Industry Solution – Public Section (IS-PS) latest version utilized by NASA. The SAP

modules that are currently in use are Materials Management (MM), Funds Management (FM), Sales and Distribution (SD), Controlling (SAP CO), Project Systems (PS), and Financials (FI) which include SL - Special Ledger. The SP is required to use Business Warehouse (BW) for reporting, query and reconciliation activity. NASA's policies and procedures include NASA's FMR (previously the FMM) and OLQR.

3.1.1.1 Contracts, Purchase Cards, Simplified Acquisitions, and Other Payables

The SP shall provide voucher examination and payment services including assembling, reviewing, processing (including error detection/correction), recording, reporting, and reconciling commercial and government invoices and the government purchase card invoices. The SP shall provide voucher examination and payment services including assembling, reviewing, processing (including error detection/correction), recording and reporting the government-issued travel card's Centrally Billed Accounts (CBA) invoices.

The SP shall process all documents in accordance with the Prompt Payment Act (5 Code of Federal Regulations (CFR) 1315), the NASA FMR (previously the FMM), NASA's OLQR, and other applicable Federal regulations and NASA policies and procedures. The SP shall process payables from the receipt of the initial invoice to payment based on acceptance by NASA. The SP shall submit all documents to NASA certifying officials for approval after coordination with Centers functions. A NASA Certifying Official will certify payments.

The SP shall perform the following additional activities, which include, but are not limited to:

- Review all documents for fund availability, regulatory requirements, accuracy, and completeness. Report any discrepancies to a designated NASA official.
- Validate invoices for simplified acquisitions, contracts, and other payables in the SAP core financial system.
- Validate invoices received from the purchase card provider against SAP Purchase Card (P-card) system generated invoices.
- Confirm two-way and three-way match (purchase order/contract, invoice, acceptance).
- Process payments in accordance with Federal regulations including Prompt Payment criteria and NASA policy and procedures for certifying officers to approve.
- Process IPAC (Inter-governmental Payment and Collection) transactions.
- Process interest and penalty payments and discounts in accordance with Federal regulations including Prompt Payment criteria and NASA policy and procedures.
- Receive FI invoices and outside buyer transactions from NASA Centers and process payments.
- Return invoices to vendors with explanations when they do not meet Prompt Payment Act requirements and cannot be resolved within timeframe designated within Prompt Payment.
- Review, track, and correct disbursement errors.
- Correct and resubmit rejected payment transactions in the accounting system.
- Investigate and respond to cancelled payment inquiries, resubmit cancelled payments and returned electronic fund payments when necessary.
- Credit and reissue payments.
- Process disbursements into NASA's SAP Core Financial module.

- Track invoice and payment reversals made to correct errors in SAP. Report these items to designated NASA official (NASA General Ledger and Standard Form (SF) 224 accountants at the NSSC and cost accountants at the Centers) if not processed in SAP by month's end.
- Process contract closeout final payments and post refunds received (credit memos) to the correct fiscal year and appropriation.
- Initiate an accounts receivable billing for over-payments and collections.
- Input payments into the Treasury payment system.
- Investigate and resolve payment variances.
- Generate Internal Revenue Service (IRS) 1099s based on U.S. Treasury regulations and NASA policies, procedures and deadlines.
- Reissue limited payability checks per U.S. Treasury regulations.
- Initiate corrective action to resolve accounts payable questions and problems.
- Prepare and submit Accounts Payable Payments Report (DRD 3.1-4).
- Prepare and submit Interest Paid and Discounts Earned Report (DRD 3.1-5).
- Review Treasury Confirmation report and report discrepancies to NASA.
- Maintain Accounts Payable Master Data in the SAP Core Financial module.
- Assist the NSSC Finance and Procurement Offices and Center Procurement Offices on quarterly Unliquidated Obligations reviews and annual certification process.
- Process payments outside of the Prompt Payment Act when instructed in writing by a designated NASA official. For example, early payment for a small business company. Written correspondence shall be retained for audit review.

3.1.1.2 Grant/Contract Letter of Credit/SF 272 Payables

The SP shall process grant/contract letter of credit (LOC)/SF 272 payments from establishing the LOC to validating the automated posting from the Department of Health and Human Services (DHHS) Payment Management System (PMS) into SAP, and the validation of quarterly Standard Form (SF) 272 submissions from the recipient. The SP shall perform the following activities, which include, but are not limited to:

- Track the status and follow-up on recipient financial reporting, including quarterly and final SF 272 submissions.
- Validate and reconcile quarterly SF 272 submissions from recipients.
- Monitor recipient drawdowns to ensure the recipient is maintaining minimal balances and provide analysis to NASA.
- Provide instructions and guidance to all recipients on procedures for receiving advance payments within five workdays of notification of a new recipient.
- Prepare and process necessary documentation, and follow up with the recipient to correct the deficiency, when NASA suspends or withholds payments.
- Follow up with those recipients who fail to submit their SF 272 reports based on NASA policies and procedures.

- Resolve payment issues. Initiate an accounts receivable billing for over-payments and collections.
- Complete the following reconciliations and analysis activities monthly; Undistributed Authority Balance Reconciliations (SAP vs. HHS), IPAC Drawdown Reconciliations: IPAC (Agency Listing) vs. SAP (SF224), PMS Corrections Exception Table review, and SF 272 Federal Cash Transactions Report Error Handling. NASA will provide the format for these reconciliations.
- Initiate closeout action upon direction by NASA.
- Inform the NSSC designated NASA official(s) of financial reporting delinquencies.
- Reconcile letters of credit on a monthly basis to ensure the amounts have been posted to proper Standard General Ledger (SGL) accounts for advance payments and drawdowns.
- Validate and maintain the SGL accounts and establish and reconcile subsidiary accounts that support the SGL control accounts.
- Ensure that outstanding funds on completed grants/contract LOCs are reclassified as Accounts Receivables and are collected based on the Debt Collection Improvement Act (DCIA of 1996 Public Law 104-134).
- Notify recipient of initial/amendment to authorization amount for LOC.
- Post transactions to SAP. Reconcile variances and report unresolved issues to NASA.
- Post SF 272 actuals in SAP and resolve variances. Report unresolved issues to NASA.

3.1.2 Accounts Receivable

The SP shall use all existing NASA systems in operation at time of transition. The SP is required to use NASA's existing Core Financial software – SAP R/3 - to perform the financial management activities. The SAP version to be used is Industry Solution – Public Sector (IS-PS) version 4.62c, as amended. The SAP modules that are currently in use are Materials Management (MM), Funds Management (FM), Sales and Distribution (SD), Controlling (SAP CO), Project Systems (PS), and Financials (FI), which include SL - Special Ledger. The SP shall use Business Warehouse (BW) for reporting, querying, and reconciling activity.

The SP shall provide consolidated billing, collection, and closeout services for reimbursable and non-reimbursable accounts receivable in compliance with the Debt Collection Improvement Act (DCIA) of 1996, Treasury Financial Manual (TFM), Office of Management and Budget (OMB), and other applicable Federal regulations and NASA policies and procedures. NASA's policies and procedures include the FMR (previously FMM) and OLQR.

The SP shall perform the following activities, which include, but are not limited to:

- Establish accounts receivables in SAP Core Financial as necessary for incurred debt.
- Comply with the NASA FMR (previously FMM) internal control requirements for accounts receivable.
- Update and maintain customer master data in the SAP Core Financial module for non-reimbursable customers.
- Validate accounts receivable and make adjustments as provided by NASA.
- Validate the accounts receivable SGL accounts and the supporting subsidiary accounts per NASA policies and procedures.

- Ensure that Accounts Receivable account reconciliations are in balance and variances reported per NASA policies and procedures.
- Reconcile the accounts receivable SGL subsidiary ledger to the source documents at least monthly and report variances per NASA policies and procedures.
- Age accounts receivable per NASA policies and procedures.
- Process delinquent debt (dunning) including computation of interest, penalty, and any other applicable charges on delinquent bills per NASA policies and procedures.
- Process and record applicable collections as advances against reimbursable agreements. Receive and deposit checks in accordance with FMR.
- Apply collections against receivables as collections are received per NASA policies and procedures.
- Liquidate reimbursable advances monthly based on billed costs per NASA policies and procedures.
- Generate monthly bills of collection after centers have posted cost, made their adjustments, and have been provided with authorization to proceed (for example: deferring bill pending receipt of final cost for reimbursable travel).
- Re-align advances as necessary for movement of funds.
- Submit debt to Treasury's Debt Management Services (DMS) when required.
- Prepare IRS 1099s for debt written off and forgiven.
- Process write-off of bad debt per NASA instructions.
- Process IPAC funds to and from customers.
- Resolve customer inquiries and problems and report unresolved issues to NASA.
- Provide for rescheduling of customer debt per NASA policies and procedures.
- Process reimbursable closeout reports per NASA policies and procedures.
- Prepare and submit the Quarterly Report on Receivables Due from the Public (DRD 3.1-6).
- Initiate reimbursable customer refunds per NASA policies and procedures to be made by Accounts Payable (AP).
- Post refunds received (Credit Memos) to correct appropriation, coordinate with AP.
- Process as necessary limited payability checks per Treasury instructions.
- Submit breakdown of costs, copies of bills, to customers upon request.
- Initiate action and provide appropriate documentation to DOI to collect accounts receivable from employees (such as collection of travel advance made through payroll deductions).
- Distribute copies of customer advance payments, bills of collection and collections to the Centers.
- Provide customer with ability to pay electronically per FMR requirements.
- Process bad checks (Not Sufficient Funds - NSF) per NASA policies and procedures.
- Prepare and submit Accounts Receivable Metrics Report (DRD 3.1-7).

- Prepare and submit Collections Report (DRD 3.1-8).
- Prepare and submit Accounts Receivable Transferred to U.S. Treasury Report (DRD 3.1-9).
- Prepare and submit Average Days Outstanding for Accounts Receivable Report (DRD 3.1-10).

3.1.3 Payroll / Time & Attendance Processing

The SP shall use the DOI Federal Personnel & Payroll System (FPPS) to perform the pay and personnel functions for NASA employees based on the requirements in this section. Additionally, the SP shall use DOI's Data Mart to retrieve historical pay and personnel information as needed. The SP shall use NASA's WebTADS for electronic delivery to DOI, of time and attendance data necessary to process the NASA employee payroll. The maintenance of FPPS, the Data Mart, and WebTADS will not be the responsibility of the SP; however, the SP shall be required to maintain a functional knowledge of the operations of the systems (FPPS, Data Mart, WebTADS).

The SP shall provide general information services including, but not limited to, questions received from employees concerning pay or leave related information. The SP shall act as liaison between the employees, other organizations internal and external to NASA, and the NSSC for problem resolution.

3.1.3.1 Employee Payroll

The SP shall perform the following review and validation activities regarding employee salary and benefits payments in accordance with regulations listed in TE 5: "References." The cutoff is three workdays before payroll processing. The activities include, but are not limited to:

- Validate and reconcile leave, including donated, restored, military, court, annual, sick and other leave.
- Validate compensatory time and the extension of time availability for use of compensatory time.
- Validate payment of awards for non-NASA personnel.
- Validate and correct adjustments resulting from what was paid versus what should have been paid.
- Initiate corrective action for rejected direct deposit information.
- Provide general information services to employees and act as liaison between employees, the NSSC, and DOI for replacement Electronic Funds Transfer (EFT) and check payments, waivers of indebtedness and for problem resolution assistance.
- Provide documents for internal management reviews and external audits.
- Conduct annual review and validation of information contained in employees' payroll files.
- Run, validate, and distribute payroll reports in accordance with DRD 3.1-1.
- Scan employee pay records for on-line retrieval.
- Prepare and submit Payroll Payments Report (DRD 3.1-11).

3.1.3.2 Time & Attendance

The SP shall perform review and validation activities of time and attendance information for all NASA employees for submission to DOI. The SP shall perform the following activities that include, but are not limited to:

- Utilize NASA's WebTADS on-line system for NASA's civil service personnel.
- Validate receipt and proper certification of complete time and attendance information ('timecard') for each employee bi-weekly. Inform employees and/or certifying officials of missing timecards. Request assistance from NASA NSSC in the event the employee or certifying official is not available.
- Conduct statistical examination of erroneous time entry.
- Submit NASA's time and attendance data to the DOI for bi-weekly processing. Validate that the information has been accepted and will be processed by DOI. Inform NASA of the status of bi-weekly time and attendance processing prior to the deadline for receipt by DOI.
- Run, validate, and distribute time and attendance reports in accordance with DRD 3.1-1.
- Prepare and submit Time and Attendance Reports Processed Report (DRD 3.1-12).

3.1.4 RESERVED

3.1.5 Travel Services

The SP shall provide travel reimbursement services for all authorized Agency travel, including domestic, foreign, local, extended temporary duty and change of station. NASA anticipates implementing an eTravel solution at time of transition. The SP shall use the NASA's travel system(s) in operation at time of transition. The software currently in use is Gelco's Travel Manager.

3.1.5.1 Domestic and Foreign Travel Payments

The SP shall process travel vouchers for all authorized NASA travel from receipt of the voucher to final payment. A NASA Certifying Official will certify final payment. Reimbursements shall be processed in accordance with the Federal Travel Regulations, NASA FMRs (previously FMMs), IRS regulations and Treasury Prompt Payment requirements.

The SP shall perform the following activities, which include, but are not limited to:

- Utilize NASA's automated travel voucher authorization and computation system to examine domestic travel payments and extended temporary duty reimbursements.
- Examine foreign travel payments, which are not automated.
- Process disbursements into the SAP Core Financial module.
- Statistically examine domestic electronic and manual travel vouchers and local travel SF-1164 reimbursements (Claim for Reimbursement for Expenditures on Official Business).
- Retain vouchers and supporting documentation in accordance with GAO regulations and NASA policies and procedures.
- Examine, validate, and compute all foreign and extended temporary duty vouchers.

- Inform customers of disallowed or rejected expenses and missing information, including the reason for the disallowance or rejection. Resolve disputed claims.
- Initiate an accounts receivable billing for over-payments and collections.
- Notify the traveler of any additional information that may be required to process the travel voucher.
- Validate traveler's direct deposit banking information.
- Inform travelers to submit receipts for vouchers that are selected for sampling and validate the vouchers.
- De-obligate unliquidated travel obligations for completed travel and, at least quarterly, review and reconcile outstanding unliquidated travel obligations.
- Compute taxable payments, including those to be reported on IRS Form 1099. Provide information to SP Payroll.
- Contact each NASA Center when additional funds are needed to process travel payments.
- Prepare and submit Semiannual Report of Payments Accepted from a Non-Federal Source Report. Center coordination will be required, in accordance with FMR 9700 (DRD 3.1-14).
- Prepare and submit Domestic Travel Vouchers Processed Report (DRD 3.1-15).
- Prepare and submit Foreign Travel Vouchers Processed Report (DRD 3.1-16).
- Prepare and submit Average Days to Process Travel Voucher Report (DRD 3.1-17).

3.1.5.2 Change of Station Travel Payments

The SP shall examine and prepare change of station travel vouchers for payment in compliance with Federal Travel and IRS regulations and the NASA FMR. The SP shall create a funds commitment document for all authorized entitlements and input disbursements in the SAP Core Financial module. A NASA Certifying Official will certify final payment.

The following types of vouchers shall be processed:

- En route travel
- House hunting trip
- Real estate related expenses
- Home Marketing Incentive (HMI) payments
- Transportation and storage of household goods
- Temporary quarters subsistence expenses
- Miscellaneous expense allowance, withholding tax allowance, and relocation income tax allowance
- Home Leave
- Senior Executive Service Last Move Home

The SP shall examine all Permanent Change of Stations (PCS) and Temporary Change of Station (TCS) vouchers, validate the expenses claimed, inform customers of disallowed or rejected expenses (including the reason for the disallowance or rejection), reconcile vouchers and payments and resolve disputed claims. The SP shall process requests for travel advances and forward to the NASA Certifying Official for approval.

The SP shall calculate and deduct applicable taxes, calculate and process Relocation Income Tax (RIT) allowance, develop tax information for the payroll system, process bills for collection and issue IRS Form 1099.

The SP shall verify customer banking information for direct deposit into the traveler's account. The SP shall initiate billings for over-payments of outstanding travel advances, reconcile and validate unliquidated obligations, re-process payments rejected by financial institutions, inform the traveler of the rejection, and inform travelers of additional information needed to process the reimbursements. The SP shall provide assistance to the employee regarding completion of reimbursement forms. The SP shall be responsible for preparing and submitting the PCS/TCS Travel Vouchers Processed Report (DRD 3.1-18) and, upon approval from a NASA certifying officer, the annual relocation report (DRD 3.1-19).

3.1.6 Financial Management User IT Support

3.1.6.1 User IT Support

The SP shall provide the following support to NSSC NASA and SP users in those areas not covered by NASA's Agency Seat Management Services (ASMS) contract:

- Provide information and support to users in application problem resolution.
- Provide support to users with software/system applications.
- Provide support to users in loading and configuring software programs not covered by ASMS.
- Provide technical and business management support in application of SAP R/3 to NSSC operations, including application of the working capital fund (WCF).

3.2 HUMAN RESOURCES (HR)

The SP shall provide support in functional areas of Human Resources (HR), to include support to personnel program activity, employee development and training, employee benefits, Human Resource Information Systems (HRIS), and personnel action processing and record keeping. The work requires a practical knowledge of specialized Federal personnel methods, regulations, or principles to perform technical work that is typically transactional and not controversial. The work also includes skill in explaining to employees the creditability of service as it applies to leave, reduction-in-force and retirement; reconciling service discrepancy; setting pay, which shall be reviewed by HR Specialists; or recommending course of action for employees. The SP shall have a working knowledge of staffing and recruitment programs, classification, senior executive service regulations, awards and recognition programs, the health and life insurance programs and retirement, and Thrift Savings Plan (TSP) eligibility. The SP shall have knowledge of computerized integrated personnel/payroll systems and the ability to obtain from the systems the desired results. The SP shall be fully knowledgeable of payroll data processing cycle restrictions to avoid processing of actions that may result in overpayments or incorrect deductions.

3.2.1 Support to Personnel Programs

3.2.1.1 Drug Testing Administration

The SP shall support the administration of the Agency Drug-Free Workplace Program in accordance with Mandatory Guidelines for Federal Drug Testing Programs. The SP shall:

- Secure and manage Agency urinalysis collection, laboratory analysis, and quality control specimens.
- Secure and manage licensed software required to manage all aspects of Drug-Free Workplace Program, specifically:

- Maintain current list of Testing Designated Positions (TDP)
 - Generate random test lists for all NASA Centers, including Headquarters
 - Record and maintain all test results
- Generate and deliver to each Center, as appropriate, employee notification of Testing Designated Position.
- Order and distribute, as appropriate, specimen collection kits and quality control specimens.
- Coordinate and schedule with appropriate parties random drug-testing dates so that tests are conducted throughout the fiscal year at each NASA Center.
- Produce and deliver employee notifications of scheduled drug tests.
- Oversee specimen collection process at each Center.
- Generate and deliver to each Center, as appropriate, employee notifications of drug test results.
- As necessary, notify appropriate Center personnel of positive drug test result in order to initiate required administrative action.
- As necessary, coordinate retests of specimens with laboratory.
- Manage, maintain, and safeguard all records related to the Agency's Drug-Free Workplace Program.
- Prepare and submit Annual Survey Report and all other requested/required Drug Testing Performance Metrics Reports (DRD 3.2-1).

3.2.1.2 General Employment Inquiries

The SP shall accurately respond to general NASA employment inquiries by applying knowledge of NASA and Federal employment regulations, standardized responses, and web-based resources. The SP shall refer special cases (as defined in advance by NSSC HR representative) to Center HR Specialists. The SP shall receive unsolicited résumés for NASA positions and respond to such solicitations. SP shall be listed as the point of contact on the NASA Jobs website for general employment inquiries.

3.2.1.3 Position Classification Appeals

The SP shall coordinate the Agency's position classification appeals. This will include collecting supporting documentation for position classification appeals case files; coordinating job audit schedules; conducting the audit; making a classification recommendation; and assembling position classification appeals package, which includes: position evaluation, final decision, and evaluation reports. SP shall forward recommendations and all supporting documentation to the Agency Personnel Division for review and approval. SP shall develop and coordinate Agency submissions and requests for information involving appeals to the Office of Personnel Management.

3.2.1.4 Recruiting Event Logistics

The SP shall perform recruiting logistics for the Agency's recruiting events. This includes planning and coordination of Agency-wide and Center-specific recruiting events. The SP shall support the purchase of and maintain an inventory of NASA-determined and approved recruitment supplies (i.e. handouts and giveaways) for use at recruitment events. The SP shall work with the

requesting HR office representative to develop recruiting event plans, identify recruiters, and coordinate center registration information. The SP shall register Centers for the event, including booth registration, reserving interview rooms and reserving rooms for pre-event receptions; develop event-specific vacancy announcements; notify university departments and groups; develop and deliver recruitment materials and supplies, including maintenance and storage between events; develop recruitment theme and incorporate theme/design in all recruitment materials; ship materials to/from event; coordinate logistical information for the event, including hotel accommodations, transportation to and from the event, itineraries of pre and post meeting; coordinate travel for recruitment team with the Agency travel contractor; and prepare travel orders for recruiters. The SP shall set up and take down the recruiting event display, manage and maintain records of recruiting events, including location and date of event, list of recruiters, positions recruited, number of student visits, number of applicants, number of offers extended to Corporate Recruitment and non-Corporate Recruitment allocations, race and national origin of the applicant pool, and number of hires associated with each recruiting event. The SP shall track offers of employment, declinations and reason for declination, and incentives used to entice candidates

3.2.1.5 Employee Recognition and Awards Processing

The SP shall provide administrative and clerical support to the Agency's awards program. This includes processing of awards through the NASA Automated Awards System (including all "out-of-cycle" Agency honor awards), data entry, records management, records maintenance and reporting, supporting the purchase of and maintaining appropriate inventory of NASA-determined and approved award items, preparing and delivering recognition items to Center Awards Officers, and notifying the Center Awards Officer of employees selected for awards/recognition, including effective date of award. The SP shall produce and distribute all award recognition and notifications, including certificates, medals, plaques, letters and other forms of recognition and notification. The SP shall support the awards program in the planning, scheduling, and development and delivery of materials for Agency and Center awards ceremonies and presentations. The SP shall plan, coordinate, and administer all aspects of the Agency annual Honor Awards Ceremony. The SP shall also coordinate travel arrangements with the Agency travel contractor for Agency Honor Awards recipients.

The SP shall support administration of the Agency External Honor Awards program. This includes collection of employee information required for nominations; review, preparation, and tracking of all Agency External Awards submission packages; and notification of selection to NASA organizations/Center Awards POC of award recipients.

The SP shall maintain supplies for the Agency Honor Awards program. This includes purchase support, maintenance, and delivery of the Agency Honor Awards supplies inventory.

3.2.1.6 Preparation and Distribution of Employee Notices

The SP shall prepare and disseminate Center and Agency employee notices. This includes, but is not limited to, required annual employee notification related to Federal law and regulatory provisions, employee rights, and employee benefits. The SP shall develop and maintain Employee Notice information and provide for posting on Agency and Center Employee Notice web sites. The SP shall respond to inquiries concerning employee notifications.

*3.2.1.7 Reserved**3.2.1.8 Providing Support to HR Specialists*

The SP shall provide information to the Agency's HR Specialists regarding transactional and operational activities of HR programs within the Agency; including the following HR areas: Benefits, Pay, Leave, Awards and Recognition, Recruitment, and Personnel Action Processing. The SP shall utilize their knowledge of the laws, rules, regulations, handbooks, and advisory guidance (including NASA regulations and guidance), as well as case law, memoranda, and additionally published regulations and guidance provided by the Office of Personnel Management and its partners to provide current information on applicable law, procedure, and decisions when requested. SP shall contact the Office of Human Capital Management to obtain policy guidance on issues that have Agency-wide impact. Advisory services involving new, unusual, or complex issues requiring interpretation of federal or agency policy or practice will continue to be provided by the Office of Human Capital Management.

3.2.1.9 SES Case Documentation – Presidential Rank Awards

From content provided by the Agency, the SP shall prepare SES Presidential Rank Award nomination documentation in final submission format in accordance with Office of Personnel Management (OPM) regulations and guidelines and the annual Agency call letter and guidance notice. The SP shall ensure that documentation is on approved forms, in approved format, written in a professional business style, and submitted to Agency POC by the Agency deadline.

The SP shall provide regular status to Agency/Center HR POC on progress of SES Presidential Rank Award packages through the Agency approval process to a final decision from OPM.

3.2.1.10 SES Case Documentation – Appointments

From content provided by the Agency, the SP shall prepare SES Appointment documentation in final submission format. The SP shall be responsible for ensuring that the product is on approved forms, in approved format, written in a professional business style, and submitted to the NSSC HR POC by the established deadline. The SP shall provide regular status to Agency/Center HR POC on progress of SES appointment package through the Agency approval process to a final decision from OPM.

The SP shall enter appropriate data on SES appointments into the OPM Executive Information System.

3.2.1.11 Development of Information Materials

The SP shall maintain existing and develop informational materials related to a variety of Agency programs. HR subject matter areas include: Benefits, Pay, Leave, Awards and Recognition, SES, Position Classification, Staffing and Recruitment, Personnel Action Processing, and Training. Materials developed will be used to support various subject matter areas, initiatives, and requirements. The SP shall obtain approval for all informational material content from the appropriate NSSC NASA staff before release to any interested NASA and customer parties.

The SP shall develop content for, but is not limited to:

- User instruction manuals
- Employee informational materials
- Troubleshooting documents
- Web sites

3.2.1.12 Design, Production, and Delivery of Information Materials

The SP shall design, produce, and deliver the materials upon approval by the CO, the COTR or their designee. Materials to be produced include, but are not limited to:

- Web sites
- Desk guides
- Brochures
- Recruitment tools
- Training manuals
- User manuals

The SP shall create such materials to meet the needs of the targeted audiences such as subject matter staff, NASA employees, and/or the general public.

3.2.2 Employee Development and Training

The SP shall:

- Provide transactional and other support for standard and unique training requirements. This includes:
 - Collecting standard requirements and coordinating classes.
 - Managing the automated registration and specified logistical support and employee notification process for internal NASA and Center courses.
 - Registering and notifying employees of individually approved and funded training courses, including conferences and academic classes.
 - Entering training data or verifying training data is entered and archived in NASA's on-line training systems.
 - Managing and administering NASA's on-line training systems.
 - Supporting the administration of surveys and assessments.
 - Supporting the Procurement General Schedule (GS) -1102 training program.

3.2.2.1 Training Services Support for Specified Needs that are Standard Across the Agency

Based on requirements from the Agency and/or the centers, the SP shall support the purchase of standard training classes for the Agency (e.g., export control, IT security, and ethics). Support shall include performing market research to identify and recommend potential training providers. The final vendor selection will be made in consultation with the requestor. The SP shall prepare course descriptions for approved courses and update and maintain the list of standard training requirements, communication methods, and schedules.

3.2.2.2 Registration/Reimbursement for Individually Funded Training Activities

Individually funded training is defined as training that requires registration and funding specific to an individual attendee. The SP shall accomplish the following tasks using the Agency Learning Management System (LMS).

Upon receipt of an approved training request for an individually funded training activity, the SP shall conduct registration activities for Agency civil servants, including:

- Complete appropriate procurement documentation (purchase request, etc).
- Register the attendee(s) with the course vendor.
- Send confirmation notices.
- Verify attendance/completion of training.
- Distribute and collect training evaluations and enter data into learning management systems.

The SP shall process employee reimbursements when course fees for individually funded training are not paid in advance. This support includes:

- Verifying approval, reviewing training reimbursement requests, and confirming course attendance/completion.
- Completing required documentation and forwarding to NSSC HR POC for approval.

The SP shall maintain training authorization documentation files. Documentation includes copies of approved training and reimbursement requests, course receipts/proof of attendance documents.

3.2.2.3 Processing of Training Notices for Internal NASA and Center Training

The SP shall receive approved training requests, “reserve” seats for specific courses, track reservations against available seats, maintain a “waiting list” (if necessary), and notify employees and their managers of status of request (confirmed reservation, waiting list, not reserved).

The SP shall distribute the specified pre-work or course materials in keeping with the requirements of the course. The SP shall prepare and provide a course roster to the third party vendor and the requesting training office.

The SP shall prepare an attendance report for each course, collect course evaluations, prepare a summary report, and make the information available in an electronic library. The SP shall also provide completed training notifications (typically by list, certificate, or e-mail notification) to course participants and their supervisors.

3.2.2.4 Training Data Entry

The SP shall enter data into NASA automated Learning Management Systems (LMS) when implemented (currently Administrative Schedule Track Access Report (ASTAR) and NASA On-Line Registration System - NORS) for each training instance to produce updated training histories. Source documents will be in the form of employee nominations, historical training data, approved training forms, attendance and completion data, and course information. Upon request, the SP shall provide reports of data maintained in the automated learning management systems.

3.2.2.5 Administration and Oversight of On-Line Agency Training and Training Systems

The SP shall support Agency on-line training systems and Agency e-learning portals. Currently this includes the Site for On-Line Learning and Resources (SOLAR), ASTAR and NORS, which are all scheduled to be replaced by the Agency Learning Management System (LMS) when implemented. Support includes:

- Facilitating resolution of issues between NASA and the LMS contractor.
- Supporting NASA users in password resets, connectivity, and training as required to access and efficiently use LMS.
- Supporting NASA users in loading new course materials to the LMS website.

- Providing ad hoc reports as requested.
- Maintaining and updating on-line course catalogues, course availability, and course content.

The support activities referenced above shall consider customer needs and feedback as expressed through identification of Agency and Center-specific training needs, systems functionality comments as well as advances in on-line training capability.

3.2.2.6 Support to Surveys and Assessments

The SP shall support, coordinate, facilitate, and administer customer/Agency surveys, and studies of interest to the Government, as requested by the HR POC. The SP shall:

- Provide support during the development, deployment, and results analysis of surveys and assessments.
- Make effective use of all available media in publicizing any required survey.
- Deploy standard surveys and assessments to the appropriate customer or Agency target audience.
- Collect results and keeping with the design parameters of acceptable response rates, complete initial analysis of results data, and provide summary data reports to the requestor.
- Maintain a survey and assessment repository containing both standard and customized survey assessment questions as well as data files of past survey and assessment results.

The Agency/Centers will retain content definition, determination of appropriate software/tools, definition of implementation plan/schedule, analytical reasoning and analysis, and development of conclusions and recommendations.

The SP shall manage and administer a survey and assessment tools library to make available, for NASA-approved and authorized use, a range of survey and assessment software tools, including updates, license documentation, and user instructions and guidelines.

3.2.2.7 RESERVED

3.2.3 Employee Benefits

The SP shall provide general administrative, advisory, and transactional support for employee health, life, retirement, and survivor benefits. Benefits administration shall be done in accordance with the applicable Federal and NASA regulations in such a manner as to provide the customer with timely, accurate, and complete counseling, calculations, and processing of entitlements. The SP shall provide information, counseling, and calculations based on the most current Federal and/or NASA regulations. The SP shall accommodate counseling sessions by telephone, electronic means, and/or face-to-face at the NSSC. In the case of death benefits counseling the SP shall provide face-to-face counseling at the survivor's location near the decedent's employment location or at other locations when approved by the NSSC HR POC.

The SP shall provide advice to employees and employment candidates on relevant entitlements and specific timeframes and methods in which to file for such benefits. Upon specific request by the HR POC, the SP shall prepare summary of benefits for use in litigation and/or civil complaints and grievances.

The SP shall prepare retirement calculations and provide counseling upon request by individual employees in preparation for prospective or immediate retirement. Upon receipt of specific request and required documentation from employee, the SP shall process retirement claim.

The SP shall support administration of the leave donor program, advanced sick leave program, and organization of health and safety fairs.

3.2.3.1 Benefits Processing

Government-provided benefits include, but are not limited to: Federal Employees Group Life Insurance (FEGLI), Federal Employee's Health Benefits (FEHB), NASA Employee's Benefits Association (NEBA), Thrift Savings Plan (TSP), Federal Long Term Care Insurance Program (FLTCIP), Flexible Spending Accounts (FSA), retirement, disability/long-term illness and death benefits. The SP shall, upon request:

- Counsel employees, selectees, survivors, and other authorized parties pertaining to entitlements, necessary forms, and/or method to enroll, file, and/or claim benefits.
- Review employee's Official Personnel Folder (OPF) and advise authorized parties regarding benefits.
- Calculate and provide annuity estimates to employees.
- Review enrollment and claim forms to ensure appropriate entitlement, completeness, accuracy, and receipt of necessary documentation.
- Process benefit changes and new enrollments.
- Prepare death benefits estimates for survivors and provide DOI's calculation of unpaid compensation.

3.2.3.2 Permanent Change of Station (PCS) and Extended Tour of Duty (TDY) Relocation Assistance

The SP shall counsel new hires, as well as selectees for new positions and for extended training and developmental opportunities involving a new duty location regarding relocation, as appropriate. The SP shall provide the following services in accordance with the Federal Travel Regulations and NASA policy guidance:

- Counsel of selectees/hires on entitlements and local area information (e.g. temporary quarters, schools, taxes, etc.).
- Estimate entitlement costs for PCS and Extended TDY orders.
- Prepare and obtain required NASA approval of PCS orders.
- Secure moving and storage services.
- Provide property management services.
- Furnish home appraisal services.
- Arrange for transport of automobiles and mobile homes.
- Arrange for Purchase and sale of homes.

3.2.3.3 New Hire, Transfer, and Reassignment In-Processing

The SP shall provide newly selected individuals at all Centers with automated pre-employment processing packages necessary for entry-on-duty appointment processing through NASA's New Employee Orientation website. The SP shall verify accurate completion of necessary paperwork. Data from designated documents shall be processed to complete entry-on-duty requirements and remaining documents shall be forwarded to the cognizant NASA HR office. Performance of this task shall require obtaining and maintaining current pre-employment checklists from each Center, and ensuring that all pre-employment forms are available electronically.

3.2.3.4 Administration of Leave Donor Program and Advanced Sick Leave

The SP shall accept and process leave donor applications/forms. The SP shall provide potential leave recipient applicants with information and required forms. Upon Center HR POC approval/denial, the SP shall furnish notice to requesting employee and NSSC payroll.

Upon receipt of the advanced sick leave requests and extensions with accompanying medical documentation from employee's supervisor, the SP shall document requesting employee's current leave balances, retirement fund balance, and biweekly salary rate. The SP shall prepare the completed request for cognizant Center HR POC approval/denial. Upon approval/denial, the SP shall provide requesting employee's supervisor and payroll with final disposition and documentation of request.

3.2.3.5 Organization of Health Fairs and Occupational Health and Safety Awareness Fairs

The SP shall provide administrative, planning, and logistical support for Federal employee health benefits open season activities. Upon receipt of an approved request from a HR POC, the SP shall support scheduling, location planning, coordination with health care providers as necessary, and make necessary logistical arrangements for furniture, equipment, or other items to maximize both health care provider participation and information flow to NASA employees.

The SP shall also provide administrative, planning, and logistical support for annual Occupational Health and Safety Awareness Fairs. These fairs provide educational information, resources, and screenings on a variety of health and safety topics. Upon receipt of an approved request from a Center representative, the SP shall contact and coordinate with Fair participants as necessary, support Fair date and location planning, and make any necessary logistical arrangements for furniture, equipment, materials, notifications, or other items to maximize employee access to Health and Safety Awareness information.

3.2.3.6 Financial Disclosure Forms

Upon notification from the NSSC HR POC, the SP shall identify employees required to file forms (SF278), deliver forms to employees, and provide the Center's Chief Counsel with a list of employees who were provided forms. For Office of Government Ethics (OGE) form 450, the SP shall generate a list of employees required to file form OGE 450 (or OGE 450A) and provide the list to the cognizant Center representative for further identification of additional covered employees. Upon receipt of Center information, the SP shall update the FPPS system with accurate position coverage information and distribute appropriate forms to identified employees.

3.2.4 Human Resource and Training Information Systems

The SP shall support the NSSC HR and Training organization in the following areas: HRIS systems user training and IT training support; web site development and maintenance; ad-hoc reporting and charting; and transition support to new NSSC HR systems identified under this contract or letter of obligation. The SP shall interface with the staff and systems of the NASA

Data Center (NDC), Integrated Financial Management (IFM) Competency Center, DOI National Business Center, and the NSSC civil service HRIS staff in the execution of these tasks. Systems include, but are not limited to, FPPS and systems required by e-gov and IFM initiatives.

3.2.4.1 HR/Training Information Systems

The SP shall support operations of the Agency-wide automated systems that are used by HR and training programs.

Operational support includes, but is not limited to, production of customized reports based on a baseline requirement but run at user request; ad-hoc report requests; automated systems support to transactional activities; and support and assistance in the development of rapid application tool development to meet short term requirements. The SP shall also provide support for complementary software applications and tools that are not otherwise provided by the IFM Competency Center or other Agency-wide initiatives.

3.2.4.2 HR and Training Web Site Development & Maintenance

The SP shall provide web site and web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Training web sites that are the responsibility of the NSSC HR and training organizations. The web site types will include informational, transactional, and interactive sites. The web sites shall meet all NSSC HR and training organization, Agency, Center, Federal requirements and standards for content, registration, and security. The SP shall utilize the latest, common technologies and web site designs to ensure that high quality, low cost products are integrated into the scheme of NSSC HR web design. The SP shall apply expertise in HR and IT business practices, policies and regulations in order to ensure appropriate prioritization, delivery, control, access, and security of HR databases, tools, services, and information.

3.2.4.3 User Support / Expertise for Center HR Data Users

The SP shall support the NASA HR data users for the full range of HR functions. Technical and functional expertise shall be provided for the following functions:

- Establish and maintain system/application accounts.
- Establish and reset system passwords.
- Advise users on the input and use of HR system data.
- Advise and assist users in the correction and resolution of data errors.
- Advise and assist users in application problem resolution.
- Provide system application training.
- Provide report training using Agency established report systems.
- Develop and maintain training materials (DRD 3.2-3).

The SP shall provide training locally and/or remotely.

3.2.4.4 IT Support for NSSC Computer Training and Classrooms

The SP shall provide support to the NSSC computer training rooms, Computer Based Training (CBT), and non-computer training classrooms and respond to priority requests for assistance in such a manner as not to delay the start or stop of class and to ensure smooth operations and customer service. The support of classrooms includes tasks such as, but not limited to:

- Support and assistance for classroom projectors, video, smartboards (operation, connections, maintenance requests)
- Support for non-ASMS software required for training (e.g. SAP, groupware, Easy5, Cisco)
- Real-time student/instructor assistance on classroom computers, loads and student administration
- Security surveillance and patching of classroom computers
- Ghosting and recovery of classroom software loads
- Training room server support

3.2.5 Personnel Action Processing and Record Keeping

3.2.5.1 Maintenance of Official Employee and Performance Records

The SP shall maintain all information, forms, and data that comprise the 'Official Personnel Folder' and 'Employee Performance File'. The SP shall establish, review, and maintain records on NASA civil service personnel and provide copies or access upon request.

3.2.5.2 Personnel Action Processing and Related Records

The SP shall support HR transaction processing and related records to produce updated:

- Senior Executive Service (SES) data
- Official Personnel Folder (OPF) data
- SF-50s (Notification of Personnel Action)
- Non-OPF data (e.g., data not recorded on SF-50 - Group Action Request Lists (GARLs) and awards documentation).

The SP shall follow the OPM regulations for personnel data input and output processing. Sources for these data processes include, but are not limited to: SF-50s, SF-52s (Request for Personnel Action), NASA employee information (i.e. Employee Express) or verification of documents.

3.3 PROCUREMENT

The SP shall perform the activities described in this Section (3.3) in conformance with Federal procurement law, the Space Act, the FAR, the NASA FAR Supplement (NFS), NASA Procurement Policy Directives and Guidelines, and other Federal and NASA procurement policies and regulations.

The tasks below require a working knowledge of applicable Federal and NASA regulations and policies as well as knowledge of procurement systems, which will be made available for the SP to use.

It is NASA's intent that the SP shall achieve end-to-end electronic processes for NSSC procurement activities, wherever and whenever such electronic processes are available or can be feasibly procured or developed. Procurement activities subject to this intent include: workload forecasting and status; receipt of documents and information from outside NSSC; generation of

draft documents and information within NSSC; communications during the process; electronic signature of documents; final distribution of award or other documents; and required reports.

Toward that end, it is expected that as the NSSC becomes fully operational, NASA will be implementing certain procurement systems that will facilitate electronic end-to-end processes and help provide for one-time data capture. These systems include IFM Core Financial System for electronic recording of commitments and obligations. IFM Contract Management Module (CMM), under development in the FY2005 timeframe, will provide a document generation system to support processing awards and modifications and a procurement management system for managing, tracking, reporting and controlling contractual and grant actions. In addition, the grant systems NASA plans to implement include Grants.gov for electronic proposal submission and post-award reporting; and NASA Solicitation and Proposal Integrated Review and Evaluation System (NSPIRES) for supporting grant proposal submission, peer review, selection, and post-award reporting.

Deployment of the IFM Contract Management Module at the NSSC is forecasted to take place during the 1st quarter of FY06. Therefore, the SP shall plan to utilize the CMM in performance of procurement functions. However, in case deployment of CMM is cancelled or significantly delayed, the SP shall also be prepared to perform the requirements of this PWS using alternative methods. Such alternative methods could include NASA's IDGS software for contract document generation; simple templates for SBIR/STTR contract generation; and portions of existing Center systems for grant generation.

The SP shall use NASA's existing Core Financial software – SAP R/3 – to perform activities associated with procurement (which is known as "purchasing" in the SAP environment). The NASA-configured SAP modules that are currently in use are Materials Management (MM), Funds Management (FM), Sales and Distribution (SD), Controlling (SAP CO), Project Systems (PS), and Financials (FI). The SP shall use the Business Warehouse (BW) for reporting and querying activity. Additionally, NASA is using the P-card software to manage bankcard purchase transactions. NASA's On-Line Quick Reference (OLQR) is a web-enabled central repository containing SAP user procedures, forms and job aids.

The SP shall as a minimum provide Agency-wide services in support of the following as further delineated in this PWS:

- Grants
- Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) contracts.
- Training purchases.
- Other procurements made in support of the NSSC or awarded and administered at the NSSC.
- Administration of the NASA Contracting Intern Program (NCIP).

Whenever the word "grant" appears in Section 3.3 of the PWS, it shall be deemed to include, as appropriate, the term "cooperative agreement." Similarly, whenever the word "contract" appears in Section 3.3 of the PWS, it shall be deemed to include, as appropriate, the terms "purchase order, delivery order, or task order." Furthermore, whenever the term "Grant Officer" appears in Section 3.3.2 of the PWS, it incorporates the term "Contracting Officer."

The SP shall perform all grant and contract-related support activities with the exception of the inherently governmental components of such activities, which must be performed by the Contracting Officers (CO) at the NSSC, and those holding other inherently governmental positions. For example, the SP shall contact offerors/grantees to obtain information and clarification to

resolve discrepancies and shall draft potential award documentation for Grant Officer or CO review and approval, but the Grant Officer and CO will negotiate with offerors and sign awards. Furthermore, the CO will finalize pre-negotiation positions, sign price negotiation memorandums, approve Purchase Requests in the IFM system, approve invoices, and sign external correspondence.

3.3.1 Procurement Processing and Other Administrative Services

3.3.1.1 Pre-Award and Post-Award Processing

The SP shall provide general procurement assistance to the NSSC. Services include data preparation, data collection, data entry, preparation of draft contractual documents, and distribution.

The majority of SP procurement-related services shall be in support of NASA grants, SBIRs/STTRs, and training purchase/delivery orders processed at the NSSC. In addition to these activities, COs at the NSSC will award and manage Agency-wide contracts and process procurements as required to maintain the facility and in support of tasks, such as recruitment, as identified elsewhere in this PWS. Transactional SP services will be required for those actions. To support all of the above actions, the SP shall, at a minimum, perform the following activities:

- Post announcements on the Grants.gov site for competitive grant and cooperative agreement announcements and at Federal Business Opportunities (FedBizOpps) web site for opportunities contemplating contracts. The SP shall perform this posting via the NASA Acquisition Internet System (NAIS) Electronic Posting System (EPS). Should NASA generate amendments or modifications to such announcements, the SP shall also post such changes.
- Enter NSSC grant and contract information into NASA procurement management and financial systems.
- Prepare draft Requests for Quotes and Requests for Offers in support of NSSC commercial and simplified operational procurements.
- Review technical evaluation packages for grants, SBIR/STTR's, training, and other simplified procurements for completeness and contact requestors for additional data, if necessary. The SP shall provide information and support to NASA requestors as necessary regarding proper format and content of required documentation. This review shall include, but shall not be limited to, identification of any issues in the proposals such as property, travel, and/or technical data.
- Draft grant, SBIR/STTR and purchase documents, in accordance with the FAR, the NFS, the NASA Grant and Cooperative Agreement Handbook, and IFM reference guides for the review by the CO. The SP shall include all supporting information, such as certifications and assurances in the award documentation. Following the CO's review, the SP shall perform any further steps required, such as preparing revisions to the award package as directed by the CO. This process shall culminate in the CO's signature.
- Coordinate approvals of property with NASA technical offices and property specialists as required. The SP shall prepare and distribute required property documentation.
- Distribute and mail copies of contractual and grant documents, including delegations. The SP shall maintain the official file and record the addresses and dates of distribution.

- Prepare and distribute delegations of property administration and other administrative duties to the appropriate Federal Agency. The SP shall prepare for the CO review and approval, the delegation form and the complete package to be sent to the Agency.
- Perform reporting functions on behalf of the NSSC. This primarily involves entering the data to the Federal Procurement Data System – Next Generation (FPDS-NG) and to IFM on grant and contract awards and modifications. Make corrections to data as required.
- Prepare and distribute the draft documentation for unilateral and bi-lateral modifications, in accordance with the FAR, the NFS, the NASA Grant and Cooperative Agreement Handbook, and IFM reference guides. Following the CO's review, the SP shall perform any further steps required, such as preparing revisions to the award package as directed by the CO. This process shall culminate in the CO's signature.
- Coordinate closely with NSSC Finance regarding funding and payment issues. Research recommendations for suspension or withholding of payment recommendations by NASA technical organizations or other interested parties and notify the CO. The SP shall prepare the necessary documentation, as described in the NASA Financial Management Manual, NASA Grant and Cooperative Agreement Handbook, FAR, and the NFS, and shall follow up with the grantee or contractor regarding correction of the deficiency.
- Transfer the files of all physically complete grant or contract actions to the on-site NASA Contract Closeout contractor.
- Perform research of statutes, regulations, and procurement policy when requested by the CO, providing options and recommendations for resolution of issues.
- Prepare and submit regular and ad hoc procurement reports on NSSC procurement activities, such as Monthly Small Business Statistics report, semi-annual procurement lead time reports, undefinitized contractual action reports, ad hoc congressional district award reports, and ad hoc export control reports. Data for these reports typically resides in NASA procurement systems or in other NASA management systems.
- Support the NSSC Procurement Office on quarterly Unliquidated Obligations reviews and annual certification process.
- Support the NSSC Procurement Office on bankcard transactions.

3.3.1.2 Customer Survey Administration

In coordination with the cognizant procurement POC, the SP shall prepare and distribute electronic surveys of overall NASA procurement performance to NASA-selected procurement customers, collect and assemble the responses, and submit the assembled responses to the requestor. NASA will develop and provide the questions to the SP. This activity does not include performing analysis of the responses.

3.3.1.3 Procurement Forms and Checklists

The SP shall support the development and maintenance of Agency-wide procurement forms and checklists. Automated forms and checklists will be available in the CMM system or can be obtained from the NASA procurement organizations. The SP shall review and assess the procurement forms and checklists currently in use throughout NASA. The SP shall develop a Procurement Forms Standardization Plan for CO review and approval, which would lead to a single set of Agency procurement forms and checklists (DRD 3.3-1). These activities shall adhere to NASA standards for electronic forms and digital signatures.

3.3.1.4 User Support and Procurement System Administration

The SP shall provide user and system administrative support to the NSSC including but not limited to the following:

- Establish and maintain application accounts for systems such as the SBIR Procurement Electronic Handbooks.
- Coordinate passwords managed by SBIR/STTR Program Management Office EHB support contractor for the SBIR/STTR Procurement Electronic Handbooks.
- Provide information and support to users in the correction and resolution of data errors.
- Implement and incorporate any changes in data requirements made to the procurement systems at the NSSC such as the FPDS-NG.
- Provide general information and support to system users and in application problem resolution.
- Provide ad-hoc system application training.
- Provide ad-hoc report training using Agency established report systems.

3.3.1.5 Procurement Training – GS-1102 Training Program

NASA's policy regarding the GS-1102 Training Program has its basis in Division D of the Clinger Cohen Act, P.L. 104-106 (February 10, 1996), which mandates an agency training program for acquisition personnel. In addition to the training requirements listed in Section 3.2.2, the SP shall:

- Serve as the POC for Program participants on logistical and operational matters.
- Advertise upcoming Program classes to center procurement offices, collect names of course participants, and prioritize course attendance in accordance with the NASA Procurement Training Policy.
- Provide course logistical services interfacing with existing NASA-determined training sites, instructors, and participants. The SP shall handle special needs issues such as employees with disabilities, dietary restrictions, transportation needs, and any emergency issues that may arise during the duration of the class.
- Update NASA GS-1102 employee data including: educational history, grades, required procurement classes completed and when, dates for refresher classes, Certificates of Achievement obtained, and data on Grandfathering/Equivalent requests, approvals or denials.
- Prepare Certificates of Achievement for NASA official's signature.
- Review requests for substituting experience or other courses than those listed in the NASA Procurement Training Policy and draft the recommended response for NASA official's signature. Distribute documents in accordance with NASA's direction.
- Collect and submit annually suggested revisions to the Procurement Training Policy from NASA procurement organizations and organize the suggestions into a document (DRD 3.2-2).
- Migrate NASA GS-1102 employee training and education data and other workforce data to required government-wide training data systems such as the Acquisition Career Management Information System (ACMIS).

3.3.1.6 NASA Contracting Intern Program (NCIP)

The NCIP provides an opportunity for college graduates with degrees in business-related fields to launch a civil service career with NASA. It is a 30-month program, which consists of two rotational assignments between the NASA Centers.

- *NCIP Web Site Development and Maintenance*

The SP shall develop and maintain a NCIP web site for internal customers and maintain an existing web site for external customers, in coordination with the NCIP Program Manager. The internal site shall only be accessible to Program participants, the NCIP Program Manager at NASA Headquarters, and Center POCs. It shall be an interactive site, which facilitates active dialog, sharing of information, and provides real-time data. The external site shall be designed to provide information to interested parties and the general public.

- *Program Support*

The SP shall support the NCIP Program Manager in matters involving intern duty status (active, Leave Without Pay (LWOP), etc.); awards; promotion dates; conversion status; relocation; reimbursement of student loans; travel cards; and background investigations. Support includes, but is not limited to, providing interns information on applicable NASA policies and processes, tracking status of actions, reviewing applications, and forwarding information and recommendations to the appropriate NASA office.

- *NCIP Handbook*

The SP shall review the NCIP Handbook at least annually and submit recommended updates (DRD 3.3-4).

- *Recruitment*

The SP shall support the NSSC HR POC by establishing a list of targeted schools with additional input from the cognizant Equal Opportunity representative(s), and Center procurement POCs. The SP shall accomplish this by developing candidate evaluation criteria for NASA's review and approval, by participating in recruitment trips, and by administratively supporting NASA officials when they are conducting final candidate evaluations based on input from the Centers and OPM.

3.3.2 Grants and Cooperative Agreements

The SP shall support NASA programs in the award and administration of grants and cooperative agreements in accordance with the NASA Grant and Cooperative Agreement Handbook. Awards for research through NASA's Mission areas fund thousands of scientists, engineers, and educators each year at U.S. nonprofit organizations through grants and cooperative agreements. In addition, NASA solicits proposals for grants and cooperative agreements to foster aggressive programs aimed at education and public outreach, as well as to ensure maximum participation in NASA programs by minority institutions.

The NSSC grants work consists of all grants to be awarded by NASA, including grants awarded to commercial firms.

The work also includes cooperative agreements to be awarded by NASA to institutions of higher education and other non-profit organizations and to state and local government entities, with the

exception of awards for Science and Research Institutes. However, cooperative agreement awards to commercial firms, as described in Section D of the NASA Grant and Cooperative Agreement Handbook, will not be made at the NSSC.

The NSSC grant and cooperative agreement work will include pre-award and post-award actions for both competitive and non-competitive awards.

3.3.2.1 Grants Study

The SP shall perform a requirements analysis and study of grants electronic processes, leading to an SP presentation of options and a recommendation as to the most optimal course of action toward efficient and effective grants automation (DRD 3.3-2).

In light of the development status of the CMM, as noted in paragraph 3.3 of this PWS, SP use of a selected existing grant system may prove necessary as an alternative method. The existing systems are the Glenn Research Center (GRC) Grants Online System, the Langley Research Center (LaRC) Grants Log and Tracking System (GLATS), and the Goddard Space Flight Center (GSFC) Grants System. The study shall include analysis and recommendation of their potential usage for NASA's consideration and decision.

3.3.2.2 Workload Forecasting and Status

The SP shall perform workload forecasting of projected future Grant issuances including quantity, type, and time phasing. The SP shall proactively obtain status information from the NASA grants technical organizations and from NASA data systems, and shall use such data, in combination with internal NSSC status information, to forecast future workload and to discuss workload status and lead times with the Grant Officer. Up-to-date SP workload forecasts shall be readily available, in electronic format, for use by the Grant Officer.

3.3.2.3 Grants Web Site

The SP shall develop and maintain a web site, accessible to both the grantee community and NASA internal customers, which provides status information on NASA grants. The status information shall include milestones from receipt of proposals through award of grants, plus status of post-award activities such as incremental funding.

3.3.2.4 Competitive Grant Announcements

The SP shall proactively support NASA technical organizations as necessary, working closely with the Grant Officer. The SP shall review drafts of NASA Research Announcements (NRAs), and Cooperative Agreement Notices (CANs) for proper format and content.

The SP shall perform all reasonable actions necessary to enable timely completion of the package. The NASA technical organization will provide the technical package, which indicates the selected award recipient and provides allotted funding, at least 29 calendar days prior to the requested award or before the expiration of the funded period in the case of the renewal of an existing effort. The SP shall contact the NASA technical organization promptly if any element of the technical package is incorrect or incomplete.

3.3.2.5 Fact Finding and Analysis

The SP shall perform reviews of proposals received, including cost and other non-technical aspects within the proposal (e.g., property). The SP shall prepare NF 1434, Letter of Request for Pricing-Audit-Technical Evaluation Services, and draft rates and factor recommendations for review and approval by the Grant Officer. The SP shall work with other Government Agencies as necessary. The SP shall provide to the Grant Officer, for review and consideration, the completed

analysis and recommendations. The SP shall provide the completed analysis, including recommendations, for the Grant Officer's consideration.

In connection with cost and/or price analysis, the SP shall prepare delegations of rate negotiation to the Office of Naval Research (ONR) for non-profit organizations for which NASA is the cognizant Agency for Grant Officer's signature. The SP shall monitor the delegation package and report status to the Grant Officer as appropriate through ONR approval.

3.3.2.6 Funds Monitoring

The SP shall track and maintain incremental funding profiles (such as actual grant or cooperative agreement value, cumulative obligated dollars, and future Program dollars to fully fund) in order to ensure timely obligations. When issues arise, the SP shall communicate with Headquarters and Center resource staff, and technical sponsors, and shall identify options and recommendations to the NSSC Grant Officer.

3.3.2.7 Administrative Changes

The SP shall prepare all necessary administrative changes to a grant including Principal Investigator transfers, reports substitution, withholding, and supplements for multiple year funding, augmentations, and other actions as necessary.

3.3.2.8 Extensions

The SP shall prepare draft no-cost extension modifications. The SP shall coordinate extension requests with the NASA technical organization before submitting the modifications to the Grant Officer for review and signature.

3.3.2.9 Grantee Reporting

The SP shall monitor grantee reporting, working as appropriate in coordination with the NASA technical organization, the ONR, and the NSSC Finance. The SP shall notify the Grant Officer of reporting delinquencies and shall form a recommended course of action for the Grant Officer.

3.3.3 SBIR/STTR Contracts

The SP shall provide support to the Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) Programs.

NASA's SBIR/STTR Program and its subsequent contract awards play a significant role in the Agency's Mission areas. NASA uses the SBIR/STTR program to generate new technologies needed to fulfill its strategic missions. Thus the SBIR/STTR Program is a major element of NASA's commitment to support and utilize the small business community.

Small business high tech firms submit proposals in response to the SBIR portion of the annual SBIR/STTR solicitation where innovative R&D concepts are sought to address mission programs or to focus on technology needs with high commercial applications.

The STTR involves award of contracts to small business firms for cooperative R&D with a Research Institute (nonprofit research organization) for innovative technology developed by universities into the private market through entrepreneurship, as well as partnering with small businesses.

The SBIR/STTR contract process has three phases: Phase I) Proof of concept, Phase II) Research & Development, and Phase III) Tech infusion back to NASA mission programs and/or

commercialization of the technology. Phase I provides the opportunity to establish feasibility and technical merit of the proposed innovation. Phase I's are competitively selected.

In Phase II, the most promising Phase I projects are identified and further developed. Phase II's are competitively selected from proposals resulting from Phase I contracts. In Phase III, the innovation, either a product or a service, is brought to commercial realization. Phase III contracts are awarded at the Centers with no additional need for competition or Justification for Other than Full and Open Competition (JOFOC).

The SBIR/STTR Phase I and II contracts will be awarded and administered by the NSSC. Award and administration of Phase III contracts will not be performed by the NSSC and, therefore, are not part of this work statement.

3.3.3.1 SBIR/STTR Study

The SP shall perform a requirements analysis and study of SBIR/STTR electronic processes, leading to an SP presentation of options and a recommendation as to the most optimal course of action toward efficient and effective SBIR/STTR contract process automation (DRD 3.3-3).

3.3.3.2 SBIR/STTR Web Site

The SBIR/STTR Program Management Office maintains a web site, which provides information about the program and access to the SBIR/STTR Electronic Handbook. The SP shall develop and maintain a complementary web site accessible to internal customers (NASA, NSSC) to provide more detailed status information on SBIRs/STTRs from the pre-award activities after public announcement through contract completion. This new web site's status information shall include milestones from receipt of technical packages through award of contracts, status of post-award activities such as incremental funding, and traceability from Phase I and II contracts to support Phase III awards at their respective field centers, which require linkage back to the SBIR/STTR Program.

3.3.3.3 Administrative Support to SBIR Electronic Handbooks

The SP shall work closely with the SBIR/STTR Program Management Office (PMO) and PMO Electronic Hand Book (EHB) Support Contractor and shall provide administrative support to EHBs, including the entry or import of data into EHBs of all procurement-related data necessary to update and document contract award and administration activity. The SP shall prepare draft SBIR/STTR templates such as model contracts, Pre-Negotiation/ Negotiation Memorandums, NF 634, and Rationale templates in accordance with the Program Policy Advisor instructions and annual SBIR/STTR solicitation requirements. Draft templates shall be submitted for review and approval by the Program Policy Advisor, CO and/or designee. The SP shall manage and maintain SBIR EHB "master file" activity for each SBIR and STTR Phase I and II annual solicitation. These files contain documentation to facilitate the assembly and location of all required documents (representations and certifications, correspondence, e-mails) in one area.

3.3.3.4 SBIR/STTR Program Meeting Support

The SP shall participate in SBIR/STTR Procurement meetings, conferences, workshops, and other SBIR/STTR procurement activities when requested by the Program Policy Advisor and/or the NSSC CO. The SP shall prepare draft SBIR/STTR documentation such as presentations/handouts, special reports, metrics, etc., and submit them for review and approval by the NSSC CO when requested.

3.3.3.5 Fact Finding and Analysis

The SP shall prepare NF 1434, Letter of Requests for Pricing-Audit-Technical Evaluation Services, and draft rates and factor recommendations for review and approval by the CO. The SP shall work with other Government Agencies as necessary. The SP shall provide to the CO, for review and consideration, the completed analysis and recommendations.

3.3.3.6 SBIR/STTR Phase II Debriefings

The SP shall support the CO with Phase II Unsuccessful Offeror Debriefing requests by working with the NASA SBIR/STTR Program's EHB Support Contractor to obtain copies of the unsuccessful/successful Phase II proposals and technical evaluations for discussions with the requestor in accordance with the annual SBIR/STTR solicitation. The SP shall be responsible for drafting minutes of the proceedings for the CO's review and approval.

SBIR/STTR Phase I debrief requests are managed and supported by the NASA SBIR/STTR Program Management Office and their Support Contractor in accordance with the annual SBIR/STTR solicitation.

3.3.3.7 Funds Monitoring

The SP shall track and maintain Phase II incremental funding profiles (such as actual contract value, cumulative obligated dollars, future Program dollars to fully fund) in order to ensure timely obligations. When issues arise, the SP shall identify options and recommendations to the CO.

3.3.3.8 Contract Compliance

Contract deliverables are currently captured in the EHB. The SP shall monitor contract performance to ensure all SBIR/STTR contract deliverables are submitted pursuant to their delivery schedule and in compliance with contract requirements, such as: New Technology reporting, NF1018 reporting, and SF298 submittal to Center for Aerospace Information (CASI). The SP shall advise the CO of any contract and other special SBIR/STTR related issues, required actions (such as pending review and acceptance by CO or COTR), or reporting delinquencies (such as performance issues, progress payments, invoices, new technology reporting, NASA property and other reporting requirements), and shall form a recommended course of action for the CO.

3.3.4 Training Purchases

The SP shall support the award and administration of training purchases and delivery orders for NASA. This work excludes training actions processed by the Government purchase cardholders. The SP shall perform all tasks up to an award other than negotiations and award review, approval, and signature. While requirements vary based on the dollar value and whether competition is required, they typically include services covered in Section 3.3.1.1, "Pre-Award and Post-Award Processing." In addition, the SP shall as a minimum:

- Draft announcements.

- Consult with Headquarters or Center Requesting Officers, as applicable, concerning market research, review of quotations, and Headquarters or Center recommendations for NSSC CO's consideration.
- Contact vendors for quotes and for other pertinent information.
- Provide a review of the quotes to ensure they satisfy regulatory and NASA requirements. Based on the review, the SP shall develop options and recommendations for the CO's consideration.

3.3.5 RESERVED

3.4 INFORMATION TECHNOLOGY

3.4.1 Overview

The NSSC is a key component of NASA's Integrated Information Infrastructure Program (IIIP). The IIIP organizes IT activities across the Agency in a way that facilitates an integrated infrastructure that supports NASA's strategic objectives. This program plan is aligned with NASA's Enterprises Architecture (EA) effort, ensuring an Agency perspective in the management of NASA's IT infrastructure assets and services.

Since the NSSC will be composed of sub-organizations, the following definitions are offered to ensure the responsibilities of the SP are clearly articulated.

- **NSSC:** Refers to both the virtual and the physical sites that form the NSSC -- the NSSC Site, ASMS Program Management, IFM Competency Center, and MSFC Agency Application Services (e.g., NASA Data Center (NDC) and Wide Area Network (WAN) Services).
- **NSSC Site:** Refers to the NSSC physical location only excluding the virtual components of the NSSC at MSFC (e.g., IFM Competency Center and MSFC Agency Application Services).
- **NSSC Virtual Sites:** Refers to virtual sites only -- (IFM Competency Center and MSFC Agency Application Services).

The SP's support to the NSSC falls into four areas:

- **IT Management** -- This includes activities related to policy development, strategic planning, capital planning, resource management, and program management.
- **Technology Implementation, Systems Development, and Engineering for the NSSC Site**-- This includes activities pertaining to software development, engineering and operations support for existing, planned, and future NSSC Site IT systems.
- **IT Security** -- This includes activities related to NSSC IT security, operations and maintenance of IT security monitoring and analysis devices, vulnerability assessments, patch verification, and incident reporting.
- **NASA and Federal Government IT Initiatives** -- This includes possible future support for Agency-wide and Federal Government Initiatives such as E-Government (e-Gov), Enterprise Architecture (EA), NASA Account Management (NAMS), Cyber Identity

Management System (CIMS), WAN Replacement, and Integrated Asset Management implementation.

All services provided under this contract or letter of obligation shall abide by Federal laws and regulations and NASA policies governing the management, provisioning, and development of IT products and services.

3.4.2 Information Technology Management

The SP shall coordinate with NSSC internal and external customers, including NASA Headquarters, NASA Centers, and other Federal and private sector organizations. The SP shall perform IT management tasks and sub-tasks including:

3.4.2.1 Policy Development

The SP shall support NSSC inherently governmental staff in the development of policies for the NSSC Site. The SP shall draft, implement, and comply with approved IT policies, directives, standards, guidelines, processes, and procedures applicable to the NSSC (DRD 3.4-1). NASA policies are routinely updated on a 3-year cycle. These policies shall describe NSSC IT operations and address a broad range of IT related topics including, but not limited to, NSSC security policy, web usage policy, virus protection policy, configuration management (CM), records management, and cell phone usage policy. Existing NASA Center policies will be made available to support the generation of these documents.

3.4.2.2 Delivery Model and Information Technology Assessments

The SP shall assess the impact of new management practices, business processes, delivery models, IT architectures, and technologies that may allow for continuous improvement and cost effectiveness of services provided by the NSSC. The SP shall prepare and submit a gap analysis presentation (DRD 3.4-2). The SP shall monitor technological trends and make recommendations to ensure that architectures, management structures, and service models enable the SP-provided services to evolve to take advantage of innovations and advances in technology, and opportunities to reduce cost while maintaining or increasing quality of services.

3.4.2.3 IT Program and Project Management Support

The SP shall support the NSSC IT program and project management functions such as the following:

- The SP shall support the IT Capital Planning and Investment Control (CPIC) process for the NSSC Site. Services include, but are not limited to, supporting efforts to develop and execute NSSC IT capital planning, as well as investment management guidelines and procedures. The SP shall support activities including the development of supporting documentation, fact-finding, cost analysis, efficiency studies, and workflow/workload modeling. The SP shall support the preparation of OMB Circular A-11 Exhibit 53 and Exhibit 300s for IT systems at the NSSC Site and conduct analysis of Exhibits related to all IT systems within the scope of the NSSC.
- The SP shall follow NASA program and project management processes and procedural requirements and guidelines (NPR 7120.5b "NASA Program and Project Management Processes and Requirements," as amended). The SP shall support the development and/or review of program and project plans for the NSSC. These plans are required prior to undertaking any substantial technology implementation or application development effort. NPR 7120.5b "NASA Program and Project Management Processes and Requirements," as amended, documents the formulation, approval, implementation, and

evaluation of all Agency projects and programs. The SP shall provide support in developing the requisite deliverables throughout the stage-gate processes described in the NPR. The SP shall support project planning, systems analysis, risk analysis, technology assessment, requirements analysis, earned value management, business case development, WBS preparation, metric determination, IT security planning and analysis, and life-cycle-cost estimation for current and future NASA and Federal Government IT initiatives.

- The SP shall support the CM process at the NSSC Site used to identify, baseline, document and record information technology and systems. The SP shall support the integration of all IT CM reporting for the NSSC site. This process shall ensure a systematic control of changes to information technology and systems, and shall also ensure that the information technology and systems are in compliance with the Agency requirements and government and industry standards and mandates. CM shall be performed for existing and future NSSC Site information technology and systems. The SP shall provide a CM plan (DRD 3.4-3).
- The SP shall support NASA in planning for the implementation of future NASA and Federal Government IT initiatives (see section 3.4.5) at the NSSC Site.

3.4.2.4 Accessibility

The SP shall comply with the requirements of Section 508 of the Rehabilitation Act of 1973, as amended. The scope of Section 508 is broad and includes not only computers and software, but also telephones, public and private web sites, documentation, and most other forms of electronic and information technology. The SP shall adhere to the Access Board standards at 36 CFR Part 1194 for all NSSC products and services.

3.4.3 Technology Implementation, Systems Development, and Engineering for the NSSC Site

The SP shall perform systems development and engineering tasks for the NSSC Site (DRD 3.4-9). The SP shall provide software integration, software engineering, CM, software application development, web application development, application enhancements, and technology implementation for the NSSC Site. These development and/or implementation tasks shall make the greatest use of Commercial-Off-The-Shelf (COTS) and Government-Off-The-Shelf (GOTS) products practicable. The SP shall ensure compatibility with existing Agency applications and systems. Primarily, these tasks are envisioned to include, but are not limited to, a Customer Contact Center (e.g., an integrated NSSC Web Site and contact center that is linked with existing Web sites and contact centers at the NSSC Virtual Site), an approved Grant Study system solution, and intranet-based Web applications. The SP shall also provide enhancements to software tools/applications at the NSSC Site and/or provide other system development/engineering services based on NSSC requirement.

The SP shall provide all hardware, software, firmware, and middleware required for technology implementation, systems development, and engineering tasks at the NSSC Site. Additionally, as provider of the IT assets, the SP shall provide for all related goods and services. The SP goods and services include, but are not limited to, sustaining engineering, maintenance, service agreement management, server platform administration, systems administration, database administration, system back-ups and restores, applications administration, functional application support, inventory control, license management. The SP shall develop software in accordance with relevant standards and policies from NASA's Software Safety and Assurance Program in

accordance with NASA-STD 8719.13a "Software Safety" and NPD 8730.4 "Software Independent Verification and Validation Policy, "as amended. In addition, software tasks shall follow the direction in NPD 2820.1, "NASA Software Policies," as amended. Additionally, the SP shall adhere to all Federal and NASA policies and regulations concerning application and web site development.

All preventative maintenance that results in significant downtime for NSSC Site systems shall be performed during non-business hours and be scheduled at a minimum of 48 hours in advance.

3.4.3.1 Application Development and Engineering

The SP shall provide IT development and support services to the NSSC Site for various software applications that support a variety of organizational and cross-organizational functions. The SP shall promptly deliver copies of source code and executables as requested.

- The SP application development and engineering shall be consistent with the Capability Maturity Model Integrated (CMMI) Level 3 guidelines and the SP software development methodology approved by NASA. CMMI certification is not required.
- The SP shall use an application tool that complements the SP's software development methodology and automates the metrics reporting requirements (DRD 3.4-5).
- The SP shall provide training, including necessary training materials for any technology implemented or application developed.

3.4.3.2 General Web Site Development

The SP shall develop, implement, and maintain web sites including those that are database-driven for the NSSC Site. These web sites shall enable integrated knowledge sharing, workflow management and status; as well as collaboration across NSSC functions in a secure manner. Design of the web sites shall allow for future integration of NSSC-related web sites. These web sites shall be Internet, intranet, and, as needed, extranet accessible and be appropriately secure. The web application shall provide multiple levels of access control. Where required, access control shall include support for multi-factor authentication, including NASA's smart card and token and Public Key Infrastructure (PKI) implementations and incorporation of future security measures, as required.

To the greatest extent possible, the SP shall make use of software reuse and take advantage of other tools, applications, and existing web sites that support other NASA Centers (e.g., Inside NASA Portal). The SP shall register all its web sites via the NASA web registration system.

NASA will be the content owner of all web content and will approve all content that is posted on NSSC web sites. The SP shall provide a content management capability. The SP shall be responsible for web content updates in support of the NSSC Site. The content management capability shall allow NASA's content owners the ability if needed, to directly upload and post documents without the involvement of the SP. The SP shall keep information on all NSSC Site web sites updated, accurate and complete. The SP shall post all government-approved content updates within the standard update cycle.

All web development shall adhere to NASA policies and standards. NASA will provide the operational hosting site to the SP.

3.4.3.3 NSSC Customer Contact Center Implementation

The SP shall design implement, operate, and maintain the requisite information management and IT systems to provide a scalable, adaptable, and customer-focused contact center (i.e., an integrated contact center and web site) for the NSSC Site. The contact center equipment

provided by the SP shall integrate with the ASMS-provided telecom and network infrastructure. The Customer Contact Center shall interface with the IFM Competency Center and Agency Application Services located at the NSSC Virtual Site. The design of the Customer Contact Center shall comply with NASA IT standards and policies; and be interoperable with existing NASA infrastructure. The SP shall perform a study and develop a business case for integrating the Customer Contact Center, web sites, and help desks such as at the NSSC Virtual Site and related Center sites (DRD 3.4-8). The integrated web site and Customer Contact Center shall support, at a minimum, the following capabilities:

- End-to-end problem tracking and resolution
- Customer knowledge base and service history repository
- Self-service capability for customers
- Web and electronic forms (including NASA Standard Forms)
- Email support
- Customer satisfaction evaluation

The SP shall provide traffic and metric analysis and reporting. The SP shall properly safeguard all information while stored and while in transit in accordance with NASA and Federal guidelines.

3.4.4 Information Technology Security

Information Technology security is the protection of IT investments (e.g. information systems and telecommunications systems) and their associated information and data from unauthorized access, use, disclosure, disruption, modification, or destruction in order to ensure the integrity, confidentiality, and availability of NASA IT systems. IT security shall be consistent with NPR 2810.1, as amended, and those interim policy updates included in the NASA Online Directives Information System (NODIS).

The SP shall provide IT Security for the NSSC Site. The SP shall support IT security forensics and incident reporting. The SP shall provide IT security monitoring and analysis of the NSSC Site's Local Area Network (LAN) infrastructure with tools including, but not limited to, scanners, intrusion detection systems, application and network monitoring tools, patch verification applications.

The SP shall make recommendations to ensure that all systems are secured according to the risk and magnitude of harm that could result to NASA or its programs resulting from a loss of confidentiality, availability, or integrity of the information or systems.

3.4.4.1 Information Technology Security Planning

The SP shall support preparation of an IT Security Plan for the NSSC Site that documents the implementation of the IT security that is commensurate with the system's sensitivity and the NSSC's business requirements. In addition, the SP shall support the preparation of the system-level IT System Security Plan for each Federal general support computer system and major application located at the NSSC Site. The SP shall support reviewing IT security plans throughout the NSSC. The SP shall maintain inventory of NSSC Site systems for IT security reporting as directed by NASA policies and procedures.

The security plan(s) shall be based on an assessment of risks and risk mitigation and shall document the safeguards necessary to ensure sufficient electronic information availability, integrity, and confidentiality as required by NPR 2810.1, "Security of Information Technology," as amended, National Institute of Science and Technology (NIST) standards. For the NSSC Site,

the SP shall plan and conduct NASA certification and accreditation and facilitate changes to NSSC security plans and procedures in accordance with NASA and other Federal IT security policies.

3.4.4.2 Vulnerability and Incident Analysis and Reporting

The SP shall monitor open source and NASA-provided vulnerability assessment and notification services. If an incident occurs, the SP shall immediately inform NSSC management and shall participate in notifying NASA Incident Response Center (NASIRC), collecting Intrusion Detection System (IDS) and firewall logs, and performing forensic analysis (DRD 3.4-6).

3.4.4.3 IT Security Engineering and Operations

The SP shall support the engineering, architecture, management, planning, implementation, maintenance, upgrade, configuration, and documentation of all NSSC IT security network monitoring and analysis devices. The SP shall implement NASA approved network monitoring and analysis devices.

The SP shall perform the following functions, including, but not limited to:

- Monitor the perimeter for penetration attempts and track and report successful penetrations.
- Provide early warning and detection of intrusions into the NSSC's network through analysis of network traffic from Internet Protocol (IP) networks, including the Internet and key signatures associated with known vulnerabilities and IT attacks.
- Analyze all firewall and IDS logs.
- Scan monthly the NSSC Site's complete address space and use the NASA provided patch verification application to ensure the mitigation or elimination of vulnerabilities to systems and networks.
- Use IDS's to detect IT attacks and to validate firewall rule sets.
- Coordinate with other NASA Centers, the NASA Integrated Services Network (NISN) Network Security Operations Center (NSOC) and other NSSC contractors, as applicable, to facilitate placement of IT security monitoring and analysis tools and to ensure scanning and patch management requirements are met.

3.4.4.4 Public Key Infrastructure

The SP shall provide NASA PKI Registration Authority (RA) services for all NSSC Site personnel (NASA, SP, and other contractors). The SP shall support the NSSC Site by providing identity checks of PKI recipients; maintaining a database for PKI digital certificates; and providing technical support for NSSC Site personnel who have questions or problems with the PKI software suite. The Customer Contact Center will be the focal point for receipt of all NSSC PKI related questions, issues or problems.

3.4.4.5 IT Security Metrics Reporting

The SP shall prepare and submit IT Security Metrics Report (DRD 3.4-4).

3.4.5 NASA and Federal Government IT Initiatives

The following initiatives, including, but not limited to, E-Government initiatives and NASA IT initiatives, are ongoing or forthcoming and may require SP technical support. The design,

development and implementation of these initiatives are within the scope, but are not included in the workload of this PWS.

3.4.5.1 E-Government

The SP may be requested to track and provide impact assessments for NASA's implementation of Agency-wide and Federal Government IT initiatives that will impact the services provided by the NSSC. As directed, the SP shall support project management, cost estimation, scheduling, implementation recommendations, and plans to ensure the NSSC's successful migration to these Agency/Government-wide IT initiatives. In the future NASA may direct the SP to support the development and implementation of E-Government.

3.4.5.2 Enterprise Architecture (EA)

The SP may be requested to support the implementation of NASA's EA as part of the NSSC's Agency services, as well as the internal NSSC service environment architecture. This may include supporting (with further documentation and development) the "as is" and "to be" architecture as well as the "transition" phase of the implementation. As directed, the SP shall provide support in analyzing and developing a horizontal, data-driven model that captures NASA's business requirements and develops a component-based service oriented architecture for the provisioning of Agency services. The SP may be directed to recommend and support in the implementation of data hubs, middleware, web services, Extensible Markup Language (XML), and other EA integration tools. In addition, the SP may be directed to support the NSSC in achieving the strategic objectives and performance measures in the NASA CIO Information Resource Management Strategic Plan, IIIP and related directives which complement NASA's EA efforts. NASA may direct SP support for the development and implementation of Enterprise Architecture.

3.4.5.3 Support of NASA IT Initiatives

NASA may request SP support for the implementation of current or future Agency-wide IT initiatives. Current Agency-wide IT initiatives include:

- NASA Integrated Security Environment
 - NASA Account Management Systems (NAMS)
 - NASA Cyber Identity Management System (CIMS, i.e., directory services)
 - Identity Management System (IDMS) including smart cards
- Internet Protocol (IP) Address Management
- Network Security Perimeter (NSP)
- Extensible Markup Language (XML)
- Wide Area Network (WAN) Replacement

3.4.5.4 Integrated Asset Management Implementation

NASA may request SP support for the implementation of the Integrated Asset Management SAP module at the NSSC Site.

3.5 CROSS CUTTING SERVICES

3.5.1 Customer Contact Center (CCC)

The NSSC operational success will be measured on achievement of customer satisfaction and cost performance goals. The SP will be expected to measure and report on customer satisfaction and cost performance measures that will serve as the basis for evaluation of the contact center. The customer base served through NSSC operations is diverse functionally, technically, geographically, and organizationally. Customers will include, but are not limited to, NASA employees, NASA functional specialists (HR, Procurement, Financial Management), general public employment inquiries, vendors, grantees, and retirees. The SP shall establish the necessary customer-focused culture and interfaces to provide timely, accurate, quality support.

The SP shall design and operate a CCC to facilitate responses to customer inquiries. The SP shall staff a CCC to receive and respond to customer inquiries. Customers should be able to make inquiries to the NSSC via telephone and other methods. For inquiries via telephone, the SP shall provide a toll-free contact center telephone number for all NSSC customers. If interactive voice response (IVR) or automatic call distributor (ACD) technology is employed, a simple menu structure will be required and customers must have the ability to "opt-out" to speak with a contact center representative at any time. Contact center personnel shall possess knowledge of the NSSC services, or be able to use knowledge-based tools to accurately respond to and resolve routine customer inquiries on the initial call. Unique inquiries that require NASA consideration shall be promptly referred to the appropriate NSSC NASA personnel for resolution. The SP should propose a process for the resolution of issues and accountability for responding to customers for issues that have been referred to NASA personnel. The SP shall also maintain the confidentiality of proprietary, personal, and sensitive information in accordance with NASA policy and all relevant and current laws and regulations. The contact center function shall include the capability to track customer inquiries from initial inquiry to final resolution. The contact center shall maintain a history of all requests from customers for assistance, including resolution. Additionally, the SP shall provide a mechanism to record and track off-hour customer inquiries.

3.5.2 Document Imaging and Electronic Data Management

The SP shall provide document imaging and electronic data management for NSSC records related to activities identified in PWS paragraphs 3.1 through 3.4. The SP shall provide effective, efficient, and adaptive document imaging and electronic data management technology to transfer current, NSSC generated, and NSSC processed documentation to an electronic environment for viewing, storage, retrieval, and enable distribution via online sources, facsimile, and email. The SP shall provide for off-site storage and retention of physical records.

NASA SHARED SERVICES CENTER

CONTRACT

ATTACHMENT J-2

**DATA REQUIREMENTS LIST/DATA
REQUIREMENTS DESCRIPTION (DRL/DRD)**

DATA REQUIREMENTS LIST		
DRL NUMBER: NSSC-SP-01		REVISION 1 via Contract Mod #2 1-19-2006
PROJECT/SYSTEM NASA Shared Services Center Contract		
CONTRACT NUMBER		PREPARATION DATE 20 July 2004
CONTRACTOR		TECHNICAL APPROVAL
ATTACHMENT NUMBER Section J, Attachment J-2		EXHIBIT NUMBER N/A
ITEM NO.	TITLE	CHANGE STATUS
2.1-1	Report, Equal Employment Opportunity	
2.5-1	Report, Contract Performance (Metrics)	
2.8-1	Report, Anomaly	
2.8-2	Plan, Service Provider Emergency Preparedness Plan	
2.8-3	Plan, Emergency Situations and Contingency Operations	
2.9-1	Plan, Risk Management	
2.10-1	Plan, Quality Control	
2.11-1	Report, Financial Management Analysis	
2.11-2	Report, Monthly Allocation Cost	
2.11-3	Report, Year-End Cost Estimate	
2.11-4	Report, Annual Phased Plan and Variance Analysis	
2.12-1	Plan, Phase-in, Transition, and End State Delivery	
2.17-1	Report, Customer Satisfaction Assessment	
3.1-1	Report, Financial Management	
3.1-2	Plan, Internal Control	
3.1-3	Report, Develop SP Finance Performance Metrics	
3.1-4	Report, Accounts Payable Payments Report	
3.1-5	Report, Interest Paid and Discounts Earned	
3.1-6	Report, Quarterly Receivables Due from the Public	
3.1-7	Report, Accounts Receivable Metrics	
3.1-8	Report, Collections	
3.1-9	Report, Accounts Receivable Transferred to U. S. Treasury	
3.1-10	Report, Average Days Outstanding for Accounts Receivable	
3.1-11	Report, Payroll Payments Issued	
3.1-12	Report, Time and Attendance Reports Processed	
3.1-13	Reserved	
3.1-14	Report, Payments Accepted from a Non-Federal Source (Semi-annual)	
3.1-15	Report, Domestic Travel Vouchers Processed	
3.1-16	Report, Foreign Travel Vouchers Processed	
3.1-17	Report, Average Days to Process Travel Voucher	
3.1-18	Report, PCS/TCS Travel Vouchers Processed	
3.1-19	Report, Annual Relocation	
3.2-1	Metrics, Drug Testing Performance	
3.2-2	Report, NASA Suggested Revisions to 1102 Procurement Training Policy	
3.2-3	Training Aids, Training Materials for HR Data Users	

3.3-1	Plan, Procurement Forms Standardization	
3.3-2	Report, Grants Study	
3.3-3	Report, SBIR/STTR Study	
3.3-4	Handbook, NASA Contracting Intern Program (NCIP)	
3.4-1	Policy Development, Information Technology	
3.4-2	Report, IT Delivery Models and Assessments	
3.4-3	Plan, Configuration Management	
3.4-4	Report, IT Security Metrics Report	
3.4-5	Report, Application Development and Engineering	
3.4-6	Report, Vulnerability & Incident Analysis	
3.4-7	Plan, IT Security	
3.4-8	Report, Customer Contact Center, Web and Help Desk Integration Business Case Study	
3.4-9	New IT Systems Summary	

INSTRUCTIONS FOR COMPLETING CONTRACT
APPLICATION INFORMATION

- A. LINE ITEM NO. Sequentially number line items beginning with number 001.
- B. LINE ITEM TITLE - Enter the title of the data item, as shown in the Performance Work Statement (PWS), the RFP and/or as directed by the CTM.
- C. OPR (OFFICE OF PRIMARY RESPONSIBILITY) - Enter the organization designated to exercise technical and or administrative control over the data requirement. Use approved organizational code.
- D. TYPE - Enter "Type of Data" code as follows:

CODE	DESCRIPTION
1	Data requiring written approval by the procuring activity prior to implementation into the procurement or development program.
2	Data submitted to the procuring activity for review not later than three weeks prior to project implementation. Data shall be considered approved unless the contractor has been notified of disapproval prior to project implementation.
3	Data submitted to the procuring activity for coordination, surveillance, or information.
4	Data retained by the contractor to be made available to the procuring activity upon request. The contractor shall furnish a list to the procuring activity.
5	Data to be retained by the contractor and reviewed by NASA on request.

- E. INSPECT/ACCEPT - Enter Inspection Acceptance code as follows:

CODE	INSPECTION	ACCEPTANCE	CODE	INSPECTION	ACCEPTANCE
1	Source	Source	4	Certificate of Conformance	(Mandatory)
2	Destination (OPR)	Destination (OPR)	5	Certificate of Conformance	(Optional)
3	Source	Destination (OPR)	6	No Inspection Required	No Acceptance Required

- F. FREQ. OF SUBM. - Enter the frequency of submission code as follows:

CODE	DESCRIPTION	CODE	DESCRIPTION	CODE	DESCRIPTION
AD	AS DIRECTED	PC	PER CONTRACT	PV	PER VEHICLE
AN	ANNUAL	PD	PER FAILURE	QU	QUARTERLY
AR	AS REQUIRED	PE	PER EVENT	RD	AS RELEASED
BE	BIENNIAL	PF	PER FACILITY	RT	ONE TIME & REVISIONS
BM	BIMONTHLY (every two months)	PG	PER PROGRAM	SA	SEMI ANNUALLY
BW	BIWEEKLY (every two weeks)	PI	PER EQUIPMENT END ITEM	SM	SEMI MONTHLY
DA	DAILY	PJ	PER PROJECT	TY	THREE YEAR PERIOD
DD	DEFERRED DELIVERY	PL	PER LAUNCH FLIGHT MISSION	UR	UPON REQUEST
MO	MONTHLY	PS	PER SYSTEM	WK	WEEKLY
OT	ONE TIME	PT	PER TEST		

- G. INITIAL SUBMITTAL - Enter date of initial submittal as follows: Month, Day, Year. If calendar date is not scheduled, enter number of days preceding, or following, event to which the data requirement is related (e.g., 90 days prior to launch). Amplify in REMARKS, Item J, if necessary.
- H. AS OF DATE - For "Onetime Only" submittals, enter date by month/day/year. For recurring submittals, enter number coding (e.g., 30/10, 90/10, 15/5, etc.). The first digit(s) indicate the number of calendar days from the reporting period's (Block F) start to the data preparation cut off. The second digit(s), after the slash, indicate the number of calendar days from the cut off to the submittal date. Example: If Block F were "MO" and Block H were "30/10", the data would include the entire month and would be submitted within 10 days thereafter.
- J. REMARKS: Enter in this space:
- Minor exceptions to the DRD.
 - Stipulation of specific forms when multiple forms are authorized on the DRD.
 - The paragraph, page, etc., in an existing contract where the data requirement is specified. (This data may be removed at final approval.)
 - Additional submittal information, if necessary.
- K. DISTRIBUTION - Enter organizational symbol, number of copies, and type of copy code(s) (in parenthesis) required for each office. Type of copy codes are as follows:

CODE	DEFINITION	CODE	DEFINITION
A	Electronic	C	Microfilm, Aperture Cards
B	Hardcopy for Signature	D	Other, (Explain in remarks, Item J).

EXAMPLE ENTRIES: IS-PRO-2 (1A) = One regular copy. IS-PRO-3 (5 A, 1B) = Five Regular copies, One Reproducible copy.
Enter the total number of copies by type in the space provided

INSTRUCTIONS FOR COMPLETING DATA
REQUIREMENT DESCRIPTION

GENERAL - The Data Requirement Description (DRD) will be prepared to describe the content and provide preparation information for data required in support of NASA programs.

- TITLE - Enter the title or type of document required. The first word of the title should be a principal noun which best established the basic concept of the data. Subsequent words should be appropriate modifiers.
Examples: Plan, Project Development (SIVB)
Specification, Test (GSE)
Report, Quarterly Progress
Proposal, Engineering change (ECP)
- NUMBER - Enter the appropriate number assigned to the DRD. This number will identify the appropriate data category.
- USE - Enter a synopsis of the use of the document, stating reason for the requirement.
- DATE - Enter date of preparation.
- ORGANIZATION - Identify the installation preparing the DRD.
- REFERENCES - List applicable documents by number, (NASA Management Manual, Mil Specifications, Federal Standards, NASA Procurement Regulation, etc.) to which the preparing office (e.g., NASA installations, contractors, etc.) may refer for additional information concerning the data requirement.
- INTERRELATIONSHIP - Enter all affected approved DRDs within the scope of the program when the DRD under preparation creates a significant impact or interface relationship with existing DRDs. Include a brief narrative of the impact or relationship created and a statement that the new DRD does not cause a conflict with other DRDs.
- PREPARATION INFORMATION - Provide ample information for preparation of the data required by the data requirements description; include all necessary details of preparation to satisfy the originator's formal requirements.

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. 2.1-1	
B. LINE ITEM TITLE: Equal Employment Opportunity Reports						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. REQ. QU	G. INITIAL SUB. October 1, 2006	H. AS OF DATE 90/10	
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with MicroSoft Office suite of software.						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					1	A
DATA REQUIREMENT DESCRIPTION						
1. TITLE Equal Employment Opportunity Reports				2. NUMBER 2.1-1		
3. USE This document will be used by NASA personnel to assess the Service Provider's Equal Employment Opportunity compliance and Diversity management of the contract effort.				4. DATE 08/31/04		
				5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP				6. REFERENCES		
8. PREPARATION INFORMATION Format and content of the report shall be in accordance with Attachments A and B, Quarterly Equal Opportunity Statistical Reports, and Attachment C, Narrative Report for Equal Employment Activities.)						

QUARTERLY EQUAL OPPORTUNITY STATISTICAL REPORT FOR THE PERIOD ENDING:
COMPANY/CONTRACTOR:

	HIRES	PROFILE FIRST DAY
	PROMOTIONS	FINAL PROFILE
	RECALLS	TERMINATIONS
	SEPARATIONS	

DRD 2.1-1 Attachment B

QUARTERLY EQUAL OPPORTUNITY STATISTICAL REPORT FOR THE PERIOD ENDING:
COMPANY/CONTRACTOR:

		HIRES		PROFILE FIRST DAY
		PROMOTIONS		FINAL PROFILE
		RECALLS		TERMINATIONS
		SEPARATIONS		

OCCUPATIONAL CATEGORIES	TOTAL WORK FORCE #	DISABLED AMERICANS		30% DISABLED VETERANS		VETERANS WITH LESS THAN 30% DISABILITIES		ALL DISABLED VETERANS	
		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	%	%	%	%	%	%	%	%	%
OFFICIALS & MANAGERS									
PROFESSIONALS									
ENGINEERS									
TECHNICIANS									
SALES WORKERS									
OFFICE & CLERICAL									
CRAFTSMEN(SKILLED)									
OPERATIVES(SEMISKILLED)									
LABORERS (UNSKILLED)									
SERVICE WORKERS									
TOTALS	100%								

Attachment C, DRD 2.1-1

Narrative Report for
Equal Employment Opportunity and Diversity Activities

A. COMMUNITY ACTIVITIES

B. RECRUITING ACTIVITIES

C. SPECIAL EVENTS

D. OTHER

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. DRD 2.5-1	
B. LINE ITEM TITLE: Contract Performance (Metrics) Report						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. REQ. MO	G. INITIAL SUB. Reviews – Phase-in Metrics – June 01, 2006	H. AS OF DATE 30/10	
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.						
K. DISTRIBUTION NSSC					TOTALS	
					NO.	TYPE
					1	A
DATA REQUIREMENT DESCRIPTION						
1. TITLE Contract Performance (Metrics) Report				2. NUMBER DRD 2.5-1		
3. USE To provide Government insight into service provider performance in all areas of the contract and existing or potential problem areas.				4. DATE 08/31/04		
7. INTERRELATIONSHIP				5. ORGANIZATION NSSC		
				6. REFERENCES PWS 2.5		
8. PREPARATION INFORMATION						
<p>CONTENT: The service provider shall develop, maintain, analyze, and report performance in all areas of the contract. The performance measures and metrics shall include meaningful demonstration of work performance, quality, responsiveness, and long-term effectiveness of the work or services. Metrics developed jointly by the Government and service provider through partnering efforts shall be incorporated into the contractor's database for reporting purposes. The SP shall identify Key Performance Indicators (KPI) in accordance with shared services industry practice. The service provider shall report existing or potential problem areas with recommended solutions.</p> <p>FORMAT: Service Provider format is acceptable. The report shall identify contract title and contract number.</p> <p>ATTRIBUTES: As a minimum, metrics shall be meaningful, customer oriented, linked to goals/objectives, process/action oriented, developed from readily collectible and verifiable data, trendable, visually and simply displayed, measurable, repeatable, capable of distinguishing desirable from undesirable results.</p> <p>REVIEWS: The Service Provider shall conduct monthly progress reviews (initial kick-off review to be provided 30 days after Phase-in Period start). The SP shall present and provide review packages regarding the status of technical effort, schedule, readiness, financial condition, and business development activities.</p>						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. DRD 2.8-1	
B. LINE ITEM TITLE: Anomaly Report						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. REQ. AR	G. INITIAL SUB. As required	H. AS OF DATE As required	
J. REMARKS: Block F: An anomaly report is required for each major anomaly as it occurs. The format for the Anomaly Report is at the discretion of the Service Provider. Type "A": Electronic Submittal. Product shall be compatible with MicroSoft Office suite of software.						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					1	A
DATA REQUIREMENT DESCRIPTION						
1. TITLE Anomaly Report				2. NUMBER DRD 2.8-1		
3. USE Anomaly Report, to provide immediately a description of equipment/system failure or anomaly, an accident, near miss, or personal injury.				4. DATE 08/31/04		
				5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP				6. REFERENCES PWS 2.8		
8. PREPARATION INFORMATION 1. An Anomaly Report shall be prepared and distributed per Block K not later than one half working day after the anomaly occurs and shall include but not be limited to: <ul style="list-style-type: none"> a. System or Systems involved. b. Nature and location of anomaly. c. Number, and, if possible, the names of employees involved and nature of injuries, if any. d. Date, time, probable cause of occurrence and events leading up to anomaly. e. Project, test, or operation involved; the nature and estimated dollar value of damage and estimated time the project will be delayed. f. Eyewitness account of anomaly. g. Action to be taken with system after Anomaly Report is completed. h. Persons notified. i. Photographs, if available. 2. A detailed report shall be submitted upon request within 15 working days of the anomaly and shall give a detailed engineering analysis of the anomaly; include photographs of the system, if required; list corrective actions taken; and, state means to prevent recurrence. When analysis/action has not been completed within 15 working days, an interim report shall be submitted. Such interim reports shall contain the status to date and the expected date for submission of the final report.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01						A. ITEM NO. DRD 2.8-2										
B. LINE ITEM TITLE: SP Emergency Preparedness Plan																
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. Amend as necessary	G. INITIAL SUB. February 2006	H. AS OF DATE											
J. REMARKS: Develop a SP Emergency Preparedness Plan in accordance with NPD 8710.1A, as amended.																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B		
TOTALS																
NO.	TYPE															
1	A															
1	B															
DATA REQUIREMENT DESCRIPTION																
1. TITLE SP Emergency Preparedness Plan				2. NUMBER DRD 2.8-2												
3. USE Management tool to ensure safety and security of NSSC personnel, assets, and information				4. DATE 08/31/04												
				5. ORGANIZATION NSSC												
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 2.8.1												
8. PREPARATION INFORMATION Comply with guidance and requirements in NPD 8710.1A, as amended. Plan must address disaster or emergency reaction procedures that will be utilized to ensure the safety and security of NSSC personnel, assets, and information.																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01						A. ITEM NO. DRD 2.8-3	
B. LINE ITEM TITLE: Emergency Situations and Contingency Operations Support Plan							
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. Amend as necessary	G. INITIAL SUB. 30 days prior to NSSC Operational Date	H. AS OF DATE		
J. REMARKS: Develop NSSC Emergency Situations and Contingency Operations Support Plan in accordance with NPR 1620.1, NPD 8710.1A and NPR 8715.2, as amended.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
						1	B
DATA REQUIREMENT DESCRIPTION							
1. TITLE NSSC Emergency Situations and Contingency Operations Plan				2. NUMBER DRD 2.8-3			
3. USE Management tool to ensure safety and security of NSSC employees, physical assets and information during emergency situations.				4. DATE 08/31/04			
7. INTERRELATIONSHIP				5. ORGANIZATION NSSC			
				6. REFERENCES PWS Section 2.8.1			
8. PREPARATION INFORMATION Comply with guidance in NPR 1620.1, NPD 8710.1A and NPR 8715.2, as amended. Plan must address disaster recovery actions that will rapidly restore normal NSSC operations.							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO DRD 2.9-1		
B. LINE ITEM TITLE: Risk Management Plan							
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. Amend as needed	G. INITIAL SUB. With Proposal	H. AS OF DATE		
J. REMARKS: Develop NSSC Risk Management Plan that addresses various applicable topics, including labor relations, loss of skill sets and institutional knowledge for functional activities, information systems infrastructure, disruption of service levels, and the organizational change necessary to implement the NSSC.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
						1	B
DATA REQUIREMENT DESCRIPTION							
1. TITLE NSSC Risk Management Plan				2. NUMBER DRD 2.9-1			
3. USE Management tool to help ensure operational effectiveness and efficiency				4. DATE 08/31/04			
				5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 2.9			
8. PREPARATION INFORMATION							
<p>The Risk Management Plan shall follow the requirements of NPG 7120.5A, Appendix E, as amended. The Service Provider's Risk Management Plan shall follow the formal process structure that corresponds to the six major sections of NPG 7120.5A, as amended:</p> <ul style="list-style-type: none"> • Introduction • Overview of Risk Management Process • Organization • Process Details • Resources and Schedule of Risk Management Activities • Documentation of Risk Information 							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 2.10-1											
B. LINE ITEM TITLE: Quality Control Plan																		
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT 6	F. FREQ. Amend as needed	G. INITIAL SUB. With Proposal	H. AS OF DATE													
J. REMARKS: Develop NSSC Quality Control Plan that describes actions that will be taken to ensure service quality in each in Contract Performance areas.																		
K. DISTRIBUTION NSSC CO							<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>		TOTALS		NO.	TYPE	1	A	1	B		
TOTALS																		
NO.	TYPE																	
1	A																	
1	B																	
DATA REQUIREMENT DESCRIPTION																		
1. TITLE NSSC Quality Control Plan						2. NUMBER DRD 2.10-1												
3. USE Management tool to help ensure SP provides quality services						4. DATE 08/31/04												
						5. ORGANIZATION NSSC												
7. INTERRELATIONSHIP						6. REFERENCES PWS Section 2.10												
8. PREPARATION INFORMATION Plan must address both business process controls that assure integrity, and internal controls that reduce risk of fraud, waste and abuse. The SP Quality Control plan shall comply with NPD 1200.1A , NPD 9050.3E and NPR 4100.1d, as amended. The SP shall establish and conduct a Quality Management System (QMS) for all services provided under this contract that complies with the guidance in ISO 9001–2000 Quality Management Standards. The SP shall use ISO 10005 as a guide for developing a Quality Control Plan.																		

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 2.11-1								
B. LINE ITEM TITLE: Financial Management Analysis Reports														
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. FREQ. Monthly and quarterly	G. INITIAL SUB. Initial Submission October 1, 2005	H. AS OF DATE 30/10 and 90/10									
J. REMARKS: Provide financial management reports on forms 533M and 533Q that show distribution of workload/service costs by functional activity at major task level, i.e. Financial Management: accounts payables; accounts receivable; etc. Data will be used to develop subsequent year budget estimate, for various management analyses, to assess functional Activity unit costs, as well as the results of productivity/continuous process improvement initiatives.														
K. DISTRIBUTION NSSC CO						TOTALS <table border="1"> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	NO.	TYPE	1	A	1	B		
NO.	TYPE													
1	A													
1	B													
DATA REQUIREMENT DESCRIPTION														
Financial Management Analysis Reports					2. NUMBER DRD 2.11-1									
Management tool to track costs by functional activity major tasks.					4. DATE 08/31/04									
					5. ORGANIZATION NSSC									
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 2.11									
8. PREPARATION INFORMATION SP must fully comply with guidance outlined in NPR 9501.2C, as amended														

RPD # 2.11-1A Financial Reporting Formats

SUMMARY LEVEL REPORT (report for each functional area and each NASA Center)											
Form A											
1	2	3	4	5	6	7	8	9	10	11	12
Prior Mth Actual	Prior Mth Plan	Cum Actual	Cum Plan	Current Mth Plan	Next Mth Plan	Balance of Contract	GFY EAC	GFY Auth	Total Contract EAC	Total Contract Value	Unfilled Orders Outstanding
7a	7b	7c	7d	8a	8b	8c			9a	9b	10
Reporting Category											

- Prime Base Hours
- Prime Overtime Hours
- Direct Labor Hours - Prime
- Subcontractor Hours
- Total Hours
- CP's Total*
- CP - IDIQ
- CP - LOET
- Prime Base Labor
- Prime Overtime
- Direct Labor Dollars - Prime
- Subcontractor Labor
- Overtime Premium
- Travel
- Material
- Phase In (1)
- Phase In (2)
- Other Direct
- Total: Direct Cost
- Overhead
- G&A
- Total: Indirect Cost
1. Actual cost for month being reported including adjustments to prior months
2. Contract Baseline plan for month being reported (not sum of T/DO Baseline)
3. Contract to Date actual cost
4. Contract Baseline to Date (not sum of T/DO Baseline)
5. Contractor Estimate for month following "7a"
6. Contractor Estimate for month following "8a"
7. Contractor Estimate for all months beyond "8b"
8. GFY cum actual and remaining GFY estimate
9. GFY Total Burdened Cost authorized on T/DO
10. $7c + 8a + 8b + 8c$
11. Negotiated Contract Value
12. Purchase Orders placed but material not received

SUMMARY LEVEL REPORT (report for each functional area and each NASA Center)

	1	2	3	4	5	6	7	8	9	10	11	12
Reporting Category	Prior Mth Actual 7a	Prior Mth Plan 7b	Cum Actual 7c	Cum Plan 7d	Current Mth Plan 8a	Next Mth Plan 8b	Balance of Contract 8c	GFY EAC 8	GFY Auth 9	Total Contract EAC 9a	Total Contract Value 9b	Unfilled Orders Outstanding 10

Cost of Money

Total: Cost

ward Fee

Total: Cost Plus Fee

Discount

Total: Net Cost

Cost Per EP

WORK ORDER/DELIVERY ORDER (T/DO) LEVEL REPORT

1	2	3	4	5	6	7	8	9	10	11	12	13
Prior Mth Actual	Prior Mth Plan	Cum Actual	Cum Plan	GFY Cum Actual	Current Mth Estimate	Next Mth Estimate	Balance of T/DO	T/DO EAC	T/DO AUTH	GFY EAC	GFY T/DO AUTH	Unfilled Orders Outstanding
7a	7b	7c	7d	7e	8a	8b	8c					10

Reporting Category

Base Hours

Overtime Hours

Total Hours

Total EPs

Labor

Travel

Material

Phase In (1)

Phase In (2)

Other Indirect

Total: Direct Cost

Total: Burden Costs

Total: Cost

1. Actual cost for month being reported including adjustments to prior months
2. T/DO Baseline Plan for month being reported
3. Contract to Date actual cost
4. T/DO Baseline Plan to Date
5. Cumulative Actual Cost for current fiscal year
6. Contractor Estimate for month following "7a"
7. Contractor Estimate for month following "8a"
8. Contractor Estimate for remaining period of performance for T/DO -- may be multi-year T/DO
9. $7c + 8a + 8b + 8c$
10. Total Burdened Cost authorized on T/DO -- may be multi-year T/DO
11. "7e" + Contractor Estimate for fiscal year remaining
12. Total GFY Burdened Cost authorized for T/DO
13. Purchase Orders placed but material not received

SUBTASK AND TASK/DELIVERY ORDER (T/DO) LEVEL REPORT

Reporting Category	Calculation
Base Hours	Includes prime and subcontractor hours
Overtime Hours	Includes prime hours
Total Hours	Summation
Labor	Includes prime and subcontractor cost without BC burden -- includes OT Premium
Travel	Unburdened by BC burden
Material	Unburdened by BC burden
Total Direct Cost	C + D + E
Total Burden Cost	Includes all indirects and burdens such as (if applicable): OH, G & A, Baseline Operational Readiness, CMA, Relocation, COM, MHX, and Award Fee
Total Cost	F + G

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 2.11-2		
B. LINE ITEM TITLE: Monthly Allocation Cost Report									
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ 6	F. FREQ. Monthly	G. INITIAL SUB. Methodology –10/28/05 Initial Submit – 3/1/06	H. AS OF DATE 30/10				
J. REMARKS: Supplemental financial management report that will show distribution of contract costs by NASA Center and then by major Functional area (Procurement, Financial, Human Resources, Information Technology, Other) within those Centers. Contract costs not uniquely identifiable to a specific Center should be prorated back to all Centers by a consistent methodology.									
K. DISTRIBUTION NSSC CO								TOTALS	
								NO.	TYPE
								1	A
								1	B
DATA REQUIREMENT DESCRIPTION									
1. TITLE Monthly Allocation Cost Report for Services to NASA Centers						2. NUMBER DRD 2.11-2			
3. USE This report will be tool used by the NSSC Operations and Budget Management Team to help determine the calculated or allocated rates, budget and funding requirements required from each Center to support the NSSC, based on the individual NASA Center's consumption of the NSSC SP resources.						4. DATE 08/31/04			
						5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP This supplemental report must be reconcilable and auditable back to the 533M.						6. REFERENCES PWS Section 2.11			
8. PREPARATION INFORMATION The SP may use algorithms or other methods to determine the appropriate Center cost allocation. These algorithms must be approved by the NSSC Business & Administration Office on an annual basis, or as updated, and will remain on file as required, to support potential audits. The SP should follow guidance outlined in NPR 9501.2C, as amended, for determining algorithms. The SP shall determine the initial cost elements to be allocated. The NSSC Business & Administration Office may request the SP to modify this report if additional information is required. Approach and allocation methodology shall be partnered with the government and submitted for approval by 10/28/05.									

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 2.11-3
B. LINE ITEM TITLE: Year-End Cost Estimate Reports						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Once a year, prior to August 15	G. INITIAL SUB. August 15, 2006	H. AS OF DATE	
J. REMARKS: Provide year-end cost estimate reports on forms 533M and 533Q that show distribution of workload/service costs by functional activity at major task level, i.e. Financial Management: accounts payables; accounts receivable; etc. This report should be provided monthly beginning in May of each fiscal year within 5 days of the submission of the 533M so that we can address any contract issues before the end of the year. August 15 is too late. The year-end estimate format, can be suggested by the SP but should include the major functional areas and the major sub-breaks						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					1	A
					1	B
DATA REQUIREMENT DESCRIPTION						
Year-End Cost Estimate Reports					2. NUMBER DRD 2.11-3	
Management tool to aid in capturing "best estimate" of total contract costs during yearend close-out and identify any fiscal issues that need resolution prior to year end.					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 2.11	
8. PREPARATION INFORMATION Fully comply with guidance outlined in NPR 9501.2C, as amended						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 2.11-4											
B. LINE ITEM TITLE: Annual Phased Plan Report and Variance Analysis																		
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Annually and updated per NASA request	G. INITIAL SUB. With 533 Submission	H. AS OF DATE													
J. REMARKS: K. DISTRIBUTION NSSC CO								<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A				
TOTALS																		
NO.	TYPE																	
1	A																	
DATA REQUIREMENT DESCRIPTION																		
1. TITLE Annual Phased Plan Report and Variance Analysis						2. NUMBER DRD 2.11-4												
3. USE This report will be used to track and define variances for budget execution and implementation. against the Contractor's planned annual expenditures						4. DATE 08/31/04												
7. INTERRELATIONSHIP						5. ORGANIZATION NSSC												
						6. REFERENCES PWS Section 2.11												
8. PREPARATION INFORMATION <p>Initially, the SP shall provide a monthly phased plan of costs and workforce requirements at the WBS level and at the task/subtask level. WBS level, at the task/subtask level, by Center updates shall be provided beginning with the December submittal once the allocation methodology in DRD 2.11-2 is defined.</p> <p>Costs and workforce planned at each task and subtask level under a WBS (including all tasks and subtasks elements) must capture all costs including but not limited to overhead, M&A, G&A and fee cost data.</p> <p>The negotiated baseline and or task orders for the first GFY (or part thereof) shall be in complete detail, time-phased by month from the date of award. For example, with the contract awarded on October 1, 2005, the SP shall provide monthly phasing for the costs and workforce requirement for the period October 1, 2005, through September 30, 2006, including any phase-in period. The SP shall provide this report within 45 days after the contract start date or the approval of the Task Orders by the government whichever is later. An update to this report may be required if significant changes are made to the value of the task orders during the GFY.</p> <p>The SP shall provide a new Annual Phased Plan by July 31 prior to the beginning of each GFY for the following GFY (e.g., July 31, 2006 for GFY2007 which begins October 1, 2005); the plan shall be based on preliminary or final task orders. If the agency requests a mid-year update to the annual phasing plan, the SP will be required to submit an updated plan through the end of the current fiscal year.</p> <p>The SP may propose a format for the concurrence of the NSSC Business & Administration Office. The Government will track the SP's status against this plan on a monthly basis based on data provided by the SP in the NF533M.</p> <p>In addition, the SP must submit a brief variance analysis monthly by the 17th calendar day of each month with explanations for variances greater than or equal to +/-5% between the plan and the actual. Variance analyses would be at the Task Order level or at the subtask level for task orders having subtasks</p>																		

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. 2.12-1	
B. LINE ITEM TITLE: Phase-in, SP Transition, and End State Service Delivery Plan						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. REQ. Amend as needed	G. INITIAL SUB. With Proposal Update by 12/16/06	H. AS OF DATE	
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					I	A
DATA REQUIREMENT DESCRIPTION						
1. TITLE Phase-in, SP Transition, and End State Service Delivery Plan				2. NUMBER 2.12-1		
3. USE Management tool to track Service Provider progress during Phase-in, Transition, End State Service Delivery				4. DATE 08/31/04		
				5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP				6. REFERENCES		
8. PREPARATION INFORMATION						
<p>Overview</p> <p>The Service Provider shall provide a Phase-in/Transition/End-State Service Delivery plan. This plan shall be comprehensive and describe in detail how the SP intends to accomplish Phase-in, support successful activity transition, and provide end-state service delivery in accordance with the requirements of the PWS, the NSSC Integrated Transition Schedule, and all other contract requirements. Throughout the plan, describe how the proposed approach matures from Phase-in through the end-state solution. For each functional area (to the X.X.X PWS level) planned for transition, describe in detail how the proposed solution includes the necessary preliminary planning/actions to migrate the area to the NSSC, and that the solution demonstrates your understanding of how the needs of the transitioned area change over time through the final end-state. Describe the proposed call center from initial establishment to end-state, including a description of how the call center evolves over time as the activity level of the NSSC increases. Include any assumptions made, especially those involving actions required to be performed by NASA inherently governmental personnel, and actions planned to minimize disruption to the Agency and the individual functional areas. The SP shall provide, as a part of phase-in and/or transition a report/assessment of the "as-is" state of current activities planned for transition to the NSSC. This assessment shall include data/metrics that will form the baseline to be used as a reference to measure future NSSC organizational performance. These data/metrics should be those that are critical in measuring the performance of a shared services organization (e.g. cycle time, transaction volume, etc.) and that will enable subsequent identification of any performance/service quality improvements. Specific instructions for the Phase-in, Transition, and End-state Service Delivery Plan are as follows:</p> <p>(Continued on next page)</p>						

Phase-in

For Phase-in, the SP shall describe the proposed approach, including a description of all planning, processes, labor, equipment, materials, and facilities necessary in order to successfully begin transitioning of activities from the NASA Centers to the NSSC and subsequently assuming responsibility for performance of those activities. The SP's plan should assume a Phase-in period beginning September 1, 2005 and ending February 28, 2006. The plan should define the approach and schedule for employee phase-in (e.g., relocation, staffing, interviewing, hiring, and training), logistics support, development of operating practices and procedures, familiarizing employees with the NASA systems required for use, reporting and tracking of phase-in progress, and any other needed phase-in activities. During the Phase-in period, NASA will be configuring SAP for NSSC Operations and rolling out the Contract Management Module (CMM) effective May 2006. The SP shall identify how they will provide personnel to participate in testing SAP functionality. The CMM functionality testing will require SP employees being on travel in Huntsville, AL from March to April 2006 and is limited to 3 slots. The employees shall have existing knowledge and experience with SAP. The version to be used is Industry Solution – Public Sector (IS-PS), latest version utilized by NASA. The plan should also identify and provide a schedule for any phase-in activities that will not be completed before the NSSC operational date of March 1, 2006.

Transition

The SP shall provide an overall description of its plan to support transition of each functional area from the method utilized at the conclusion of Phase-in to the proposed End-state delivery method (e.g., Center Performance to NSSC performance). Emphasis should be placed on continuity of operations, logistics support, reporting and tracking of transition progress, customer contact center activation, relocation from any temporary facility to the long-term facility, key issues and milestones, facilities, property, support planning, internal support operations, and other related resource requirements. SP's should also describe the processes and procedures put in place that, when implemented, demonstrate that the SP is ready to receive and perform the transitioned activities (see Attachment J-3, Technical Exhibit-07 "Activity Transition Process"). SP's should assume a transition period of March 1, 2006 through September 30, 2008. The SP shall describe how this plan supports the NSSC Integrated Transition Schedule (Attachment J-17). The plan shall also depict any change in service delivery method. Describe in detail your proposed approach to move the entire NSSC (including inherently governmental, NSSC support contractor, and service provider employees) from the interim facility to the long-term NSSC facility location, including how this approach minimizes disruption in service delivery and activity transition.

End State Service Delivery

The SP shall describe its proposed end state NSSC service delivery solution. This description shall include all necessary labor, equipment, materials, facilities and all other resources that will be needed to perform the required services from the NSSC Operational Date through end state configuration of the program. Describe your experience in the functional service areas to be provided. If you have little or no experience, describe how you will overcome this lack of experience. The response shall be comprehensive and provide all information required for the government to fully understand the SP's plan.

The SP shall describe how the staffing levels proposed map to the end-state service delivery solution. This description shall describe any changes in service delivery approach as they may change in time from Phase-in through Transition and end-state.

The SP shall describe how the proposed service end-state delivery solution will meet the required performance requirements. If the service delivery solution proposed changes over time, the SP shall describe how the change in method affects the ability to meet the performance requirements.

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 2.17-1	
B. LINE ITEM TITLE: Customer Satisfaction Assessment Report							
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/10		
J. REMARKS: Develop, analyze, and disseminate results of NSSC Customer Satisfaction Assessment that assesses customer satisfaction with NSSC support services. Assessment must collect perceptions of both NASA employees and external customers, such as SBIR and STTR grant recipients and other NASA partners.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
DATA REQUIREMENT DESCRIPTION							
1. TITLE Customer Satisfaction Assessment Report				2. NUMBER DRD 2.17-1			
3. USE Management tool to assess strengths and weaknesses of customer services provided by the NSSC. Data will become part of a meta-analysis for service enhancement.				4. DATE 08/31/04			
				5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 2.17			
8. PREPARATION INFORMATION Assessment and report must cover the full scope of NSSC functional responsibilities and address the following factors: <ul style="list-style-type: none"> • Accuracy • Timeliness • Quality • Overall effectiveness Assessment results must be collected, evaluated and trends must be reported monthly.							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.1-1	
B. LINE ITEM TITLE: NSSC Finance Reports								
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. FREQ. Ref. Attachment J-3 Technical Exhibit 06	G. INITIAL SUB.	H. AS OF DATE			
J. REMARKS: Reports used in the performance of work in the PWS Section 3.1, Financial Management.								
K. DISTRIBUTION NSSC CO (Notification of availability)						TOTALS		
						NO.	TYPE	
						1	A	
DATA REQUIREMENT DESCRIPTION								
1. TITLE NSSC Finance Reports Retrieval and Distribution						2. NUMBER DRD 3.1-1		
3. USE						4. DATE 08/31/04		
						5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP						6. REFERENCES PWS Section 3.1		
8. PREPARATION INFORMATION SP post electronic Payroll and Labor Distribution reports for the NSSC and Centers in accordance with Technical Exhibit 06.								

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.1-2												
B. LINE ITEM TITLE: Internal Control Plan																			
C. OPR. NSSC		D. TYPE 1		E. INSPECT/ ACCEPT N/A		F. FREQ. Semi-annually		G. INITIAL SUB. January 2006											
H. AS OF DATE																			
J. REMARKS: Provide plan for NASA review and concurrence. Update semi-annually.																			
K. DISTRIBUTION NSSC CO								<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>		TOTALS		NO.	TYPE	1	A	1	B		
TOTALS																			
NO.	TYPE																		
1	A																		
1	B																		
DATA REQUIREMENT DESCRIPTION																			
1. TITLE Internal Control Plan							2. NUMBER DRD 3.1-2												
3. USE To ensure sound internal controls for financial reporting and compliance with applicable laws and regulations							4. DATE 08/31/04												
							5. ORGANIZATION NSSC												
7. INTERRELATIONSHIP							6. REFERENCES PWS Section 3.1												
8. PREPARATION INFORMATION Develop internal control plan for SP financial management functions and provide to NASA for evaluation and concurrence.																			
<ol style="list-style-type: none"> 1. Utilizing the guidelines in the General Accounting Office Publication entitled "Standards for Internal Control in the Federal Government", November, 1999, (URL: http://www.gao.gov/special.pubs/ai2131.pdf) provide the Service Provider's internal control plan to NASA. 2. Plan shall include, but is not limited to: <ol style="list-style-type: none"> a. Segregation of Duties b. Accurate & Timely Recording of Transactions c. Documentation of Internal Control plan and policy d. Service Provider management review and monitoring plan for internal controls 																			

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.1-3											
B. LINE ITEM TITLE: Develop Service Provider performance metrics																	
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. FREQ. Quarterly	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE 90/10												
J. REMARKS:																	
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>		TOTALS		NO.	TYPE	1	A				
TOTALS																	
NO.	TYPE																
1	A																
DATA REQUIREMENT DESCRIPTION																	
1. TITLE Develop Metrics for NSSC Financial activities				2. NUMBER DRD 3.1-3													
3. USE To track the volume and value of financial activities				4. DATE 08/31/04													
				5. ORGANIZATION NSSC													
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 3.1													
8. PREPARATION INFORMATION Develop, update, and maintain the following performance metrics:																	
<ol style="list-style-type: none"> Quarterly and cumulative fiscal year payments and dollar value summarized by Center with grand totals for the year. Quarterly and cumulative purchase card payments and dollar value summarized by Center with grand totals for the year. Quarterly and cumulative fiscal year number of billings issued and dollar value summarized by Center with grand totals. Subtotals for Reimbursable billings by center and cumulative. Quarterly and cumulative fiscal year number of collections received and dollar value summarized by Center with grand totals. Quarterly and cumulative fiscal year number of payroll payments issued and dollar value summarized by Center with grand totals. Quarterly and cumulative fiscal year number of IRS Form W-2's issued and dollar value summarized by Center with grand totals. Quarterly number of Time and Attendance Reports processed. Quarterly number of domestic Travel Vouchers processed with dollar value by Center with cumulative totals. Quarterly number of international and foreign Travel Vouchers processed with dollar value by Center with cumulative totals. Quarterly number of PCS/TCS, Travel Vouchers processed with dollar value by Center with cumulative totals. Quarterly number of reports reviewed and dollar value with cumulative totals by Center. 																	

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-4										
B. LINE ITEM TITLE: Accounts Payable Payments Report																
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5											
J. REMARKS: To be utilized to track workload performed by the NSSC and for use in cost allocation.																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A				
TOTALS																
NO.	TYPE															
1	A															
DATA REQUIREMENT DESCRIPTION																
1. TITLE Accounts Payable Payments Report					2. NUMBER DRD-3.1-4											
3. USE To track the monthly and cumulative fiscal year invoice payments made.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.1.1											
8. PREPARATION INFORMATION Provide a metric report containing monthly and fiscal year cumulative number and dollar value of invoices paid by type of document (purchases, bankcards, contracts, grants, other payables). Retain detailed backup information for further analysis and audit purposes, if necessary.																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-5										
B. LINE ITEM TITLE: Interest Paid and Discounts Earned Report (Payment Activities Report)																
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5											
J. REMARKS: To track timeliness of payments.																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A				
TOTALS																
NO.	TYPE															
1	A															
DATA REQUIREMENT DESCRIPTION																
1. TITLE Interest Paid and Discounts Earned Report (Payments Activities Report)					2. NUMBER DRD 3.1-5											
3. USE To track the monthly and cumulative interest paid and discounts earned by Center. Relates to the timeliness of payments and discounts.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
					6. REFERENCES PWS Section 3.1.1.1											
7. INTERRELATIONSHIP																
8. PREPARATION INFORMATION Preparation information for this report is contained in FMR (previously FMM) except that this report is due to the NSSC monthly with the annual report completed according to the FMR (previously FMM) requirements. Preparation Requirements can be found at the following link: http://www.hq.nasa.gov/fmm/9300/9380.pdf																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.1-6	
B. LINE ITEM TITLE: Quarterly Report on Receivables Due from the Public							
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. Quarterly	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE		
J. REMARKS: Format for the Receivables Due from the Public report. Instructions can be found in Financial Management Regulations (previously FMM) Section 9343. URL: http://www.hq.nasa.gov/fmm/9300/9340.pdf A link to a sample form may also be found at the U.S. Treasury Financial Management Service web page. URL: http://www.fms.treas.gov/debt/							
K. DISTRIBUTION NSSC CO					TOTALS		
					NO.	TYPE	
					1	A	
					1	B	
DATA REQUIREMENT DESCRIPTION							
1. TITLE Quarterly Report on Receivables Due from the Public				2. NUMBER DRD 3.1-6			
3. USE Reporting Requirement				4. DATE 08/31/04			
				5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 3.1.2			
8. PREPARATION INFORMATION FMR (previously FMM) 9343 contains the latest preparation information and format.							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.1-7	
B. LINE ITEM TITLE: Accounts Receivable Metrics Report								
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT N/A	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5			
J. REMARKS:								
K. DISTRIBUTION NSSC CO						TOTALS		
						NO.	TYPE	
						1	A	
DATA REQUIREMENT DESCRIPTION								
1. TITLE Accounts Receivable Metrics Report					2. NUMBER DRD 3.1-7			
3. USE To track the monthly and cumulative fiscal year receivables					4. DATE 08/31/04			
					5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.2			
8. PREPARATION INFORMATION Provide a metric report containing monthly and fiscal year cumulative number and dollar value of receivables collected for each Center by type of document that generated the receivable. Retain detailed backup information for further analysis and audit purposes, if necessary.								

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.1-8	
B. LINE ITEM TITLE: Collections Report								
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5			
J. REMARKS:								
K. DISTRIBUTION NSSC CO						TOTALS		
						NO.	TYPE	
						1	A	
DATA REQUIREMENT DESCRIPTION								
1. TITLE Collections Report					2. NUMBER DRD 3.1-8			
3. USE To track monthly and cumulative fiscal year collections					4. DATE 08/31/04			
					5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.2			
8. PREPARATION INFORMATION Provide a metric report of monthly and fiscal year cumulative number and dollar value of collections received with cross-reference to corresponding billing.								

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.1-9	
B. LINE ITEM TITLE: Accounts Receivable Transferred to the U.S. Treasury Report								
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5			
J. REMARKS:								
K. DISTRIBUTION NSSC CO						TOTALS		
						NO.	TYPE	
						1	A	
DATA REQUIREMENT DESCRIPTION								
1. TITLE Accounts Receivable Transferred to the U.S. Treasury Report					2. NUMBER DRD-3.1-9			
3. USE To track the monthly and cumulative fiscal year receivables					4. DATE 08/31/04			
					5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.2			
8. PREPARATION INFORMATION Provide a metric report containing monthly and fiscal year cumulative number and dollar value of receivables transferred from NASA to the U.S. Treasury for collection by Center. Retain detailed backup information for further investigation and analysis and audit purposes, if necessary.								

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.1-10	
B. LINE ITEM TITLE: Average Days Outstanding for Accounts Receivable Report								
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5			
J. REMARKS:								
K. DISTRIBUTION NSSC CO						TOTALS		
						NO.	TYPE	
						1	A	
DATA REQUIREMENT DESCRIPTION								
1. TITLE Average Days Outstanding for Accounts Receivable Report					2. NUMBER DRD 3.1-10			
3. USE To determine the average days and dollar value outstanding for accounts receivable by type of receivable.					4. DATE 08/31/04			
					5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.2			
8. PREPARATION INFORMATION Provide a report of Outstanding Receivables detail by date of receivable and dollar amount on a monthly basis as of the end of the month. Refer to FMR (previously FMM) 9343.								

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.1-11	
B. LINE ITEM TITLE: Payroll Payments Report							
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Quarterly	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE 90/10		
J. REMARKS: To be utilized to track workload performed by the NSSC and for use in cost allocation.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
DATA REQUIREMENT DESCRIPTION							
1. TITLE Payroll Payments Report						2. NUMBER DRD 3.1-11	
3. USE Track work performed by the NSSC.						4. DATE 08/31/04	
						5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP						6. REFERENCES PWS Section 3.1.3.1	
8. PREPARATION INFORMATION Quarterly and cumulative fiscal year number and dollar amount of payroll payments by pay period and NASA Center. Report should contain pay period and grand totals for both hours and dollars.							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-12										
B. LINE ITEM TITLE: Time and Attendance Reports Processed Report																
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Quarterly	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE 90/10											
J. REMARKS: To be utilized to track workload performed by the NSSC and for use in cost allocation.																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A				
TOTALS																
NO.	TYPE															
1	A															
DATA REQUIREMENT DESCRIPTION																
1. TITLE Time and Attendance Reports Processed					2. NUMBER DRD 3.1-12											
3. USE To track work performed by the NSSC.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.3.2											
8. PREPARATION INFORMATION Report showing the number of Time and Attendance Reports processed quarterly by pay period and center with totals by fiscal year.																

THIS PAGE IS "RESERVED"

DRD 3.1-13
HAS BEEN DELETED
IN ITS ENTIRETY VIA MODIFICATION NO. 2

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.1-14	
B. LINE ITEM TITLE: Semiannual Report of Payments Accepted from a Non-Federal Source Report								
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ACCEPT 6	F. FREQ. Semi-annually on a fiscal year basis	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE			
J. REMARKS: Reference FMR (previously FMM) 9700								
K. DISTRIBUTION NSSC CO						TOTALS		
						NO.	TYPE	
						1	A	
						1	B	
DATA REQUIREMENT DESCRIPTION								
1. TITLE Semi-Annual Report of Payments Accepted from a Non-Federal Source Report					2. NUMBER DRD 3.1-14			
3. USE Reporting Requirement					4. DATE 08/31/04			
					5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.5.1			
8. PREPARATION INFORMATION Instructions are contained in FMR (previously FMM) 9700.								

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.1-15											
B. LINE ITEM TITLE: Domestic Travel Vouchers Processed Report																	
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Quarterly	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE 90/10												
J. REMARKS:																	
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>		TOTALS		NO	TYPE	1	A				
TOTALS																	
NO	TYPE																
1	A																
DATA REQUIREMENT DESCRIPTION																	
1. TITLE Domestic Travel Vouchers Processed Report						2. NUMBER DRD 3.1-15											
3. USE To track work performed for Centers by the NSSC.						4. DATE 08/31/04											
						5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP						6. REFERENCES PWS Section 3.1.5.1											
8. PREPARATION INFORMATION Provide a metric report showing the number of Domestic Travel Vouchers and dollar amount processed quarterly with totals by center and fiscal year grand totals.																	

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.1-16	
B. LINE ITEM TITLE: Foreign Travel Vouchers Processed Report								
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Quarterly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 90/10			
J. REMARKS:								
K. DISTRIBUTION NSSC CO						TOTALS		
						NO.	TYPE	
						1	A	
DATA REQUIREMENT DESCRIPTION								
1. TITLE Foreign Travel Vouchers Processed Report					2. NUMBER DRD 3.1-16			
3. USE To track work performed for Centers by the NSSC.					4. DATE 08/31/04			
					5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.5.1			
8. PREPARATION INFORMATION Provide a metric report showing the number of Foreign Travel Vouchers and dollar amount processed quarterly with totals by center and fiscal year grand totals.								

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.1-17											
B. LINE ITEM TITLE: Average Days to Process Travel Voucher Report																	
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/10												
J. REMARKS:																	
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table>		TOTALS		NO.	TYPE	1	A				
TOTALS																	
NO.	TYPE																
1	A																
DATA REQUIREMENT DESCRIPTION																	
1. TITLE Average Days to Process Travel Voucher Report						2. NUMBER DRD 3.1-17											
3. USE To track the number of days from receipt of the completed voucher at the NSSC to the date of issuing the payment request.						4. DATE 08/31/04											
						5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP						6. REFERENCES PWS Section 3.1.5.1											
8. PREPARATION INFORMATION Provide a monthly metric report showing the average days from date of travel voucher receipt in the NSSC to date of issuing the request for payment for domestic and foreign travel vouchers. Report should be sorted by type of travel voucher (domestic or foreign, by Center). Report should include the number of vouchers with comments for improving the turnaround time.																	

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-18
B. LINE ITEM TITLE: PCS/TCS Travel Vouchers Processed Report						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Quarterly	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE 90/10	
J. REMARKS:						
K. DISTRIBUTION NSSC CO					TOTALS NO. TYPE 1 A	
DATA REQUIREMENT DESCRIPTION						
1. TITLE PCS/TCS Travel Vouchers Processed Report					2. NUMBER DRD 3.1-18	
3. USE To track the volume and value of permanent and temporary change of station related travel vouchers processed for each center by the NSSC.					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.5.2	
8. PREPARATION INFORMATION Provide a quarterly report showing the number and dollar value of PCS and TCS related travel vouchers processed for each Center by the NSSC with quarterly and fiscal year grand totals. The report should include any significant comments or concerns regarding processing of vouchers during the quarter with recommendations for improvements that would reduce processing time or increase efficiency.						

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. DRD 3.1-19	
B. LINE ITEM TITLE: Annual Relocation Report						
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. REQ. Annual	G. INITIAL SUB. First Fiscal Year after NSSC Operation Date	H. AS OF DATE	
J. REMARKS: Product shall be compatible with Microsoft Office suite of software.						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					I	A
DATA REQUIREMENT DESCRIPTION						
1. TITLE Annual Relocation Report				2. NUMBER DRD 3.1-19		
3. USE External reporting requirement for OMB				4. DATE 08/31/04		
				5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 3.1.5.2		
8. PREPARATION INFORMATION In accordance with FMR 9700- Travel Regulations (as amended)						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.2-1									
B. LINE ITEM TITLE: Drug Testing Performance Metrics Reports																
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. As stated below	G. INITIAL SUB. 30 days prior NSSC Operational Date	H. AS OF DATE											
J. REMARKS: Monthly report of SP activities related to employee drug testing activities																
K. DISTRIBUTION NSSC CO								<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B
TOTALS																
NO.	TYPE															
1	A															
1	B															
DATA REQUIREMENT DESCRIPTION																
1. TITLE Drug Testing Performance Metrics Reports					2. NUMBER DRD 3.2-1											
3. USE Ensures contractor run test program meets HHS requirement levied on NASA to test a minimum of 10% of the employees occupying test designated positions Reference NPR 3792.1A, as amended					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.2.1.1											
8. PREPARATION INFORMATION																
<p>A. Collection and Analysis Status Report Thirty days prior to initiation of Drug Testing activity, report the chosen method and supplier for collection, processing, and lab analysis of test samples. Update this report as required.</p> <p>B. Drug Testing Program Monthly Status Report Initial submission of this report is required 30 days after initiation of Drug Testing activity. Each monthly report shall document the following information, by site/center:</p> <ol style="list-style-type: none"> 1. Indicate date collection and laboratory analysis contract was secured Standard: 50 days prior to drug test 2. Indicate date drug testing was scheduled and actual drug testing date(s) Standard: 50 days prior to drug test 3. Indicate date/time employee notice for drug testing was delivered to employee supervisors Standard: day of, or within 2 hours of, scheduled drug test 4. Report the number of drug test deferrals received 5. Report the number of employees tested 6. Report the number of employees entering test designated positions and were sent written notice of placement in the position within 30 days of entry into the position. 7. Report the number of completed and signed Employee Acknowledgements of Test Designated Position notification received and filed in the employee's Official Personnel Folder. In the event the employee refuses to sign the acknowledgment, the SP shall report the number of acknowledgements returned by the employee supervisor noting on the acknowledgment form that the employee received the notice 8. Report the number of drug test notification packages delivered, include the date of delivery to responsible personnel and the scheduled date of the drug test. <p>C. Monthly Drug Testing Program Plan: If by the end of the 2nd quarter of each calendar year, the SP has not tested at least 50% of the required workforce (10% of total Agency testing designated positions), the SP shall provide a monthly drug testing program plan to the Agency Drug Program Coordinator until the end of the year. The Monthly Drug Testing Program Plan will address the SP's plan to meet the required number of drug tests (10% of total Agency testing designated positions). The SP shall provide a monthly status to the Agency DPM to show the progress and status of the Agency meeting the required number of drug tests for the year.</p> <p>D. Annual Drug Testing Program Plan (initial submission 30 days after initiation of Drug Testing activity; annually every 3rd Quarter): The SP shall provide the Agency Drug Program Coordinator with an annual Drug Testing Program Plan addressing the procedures for implementing the drug testing program in the following calendar year. This includes, identifying the collection, processing, and laboratory analysis of test samples procedures by quarter; number of employees in test designated positions; and the number of employees to be tested each quarter.</p>																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.2-2	
B. LINE ITEM TITLE: Annual NASA Suggested Revisions to the 1102 Procurement Training Program/Training Policy							
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. Annually	G. INITIAL SUB. 1 year after NSSC Operational Date	H. AS OF DATE		
J. REMARKS: Comprehensive list of suggested revisions to the 1102 Training Policy.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
						1	B
DATA REQUIREMENT DESCRIPTION							
1. TITLE Annual NASA Suggested Revisions to the 1102 Training Handbook/Training Policy					2. NUMBER DRD 3.2-2		
3. USE Shall be used for updating NASA Training Policy					4. DATE 08/31/04		
					5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.2.2.6		
8. PREPARATION INFORMATION The Service Provider shall annually gather information from NASA Procurement organizations on suggested revisions to the Training Policy and/or the Training Handbook; organize the suggestions into a document; and submit it to the NASA inherently governmental official responsible for making official changes to NASA Procurement Training Policy. The document should trace the issue and recommendation, costs of implementation for each recommendation, and schedule for implementation of each issue. Background information should contain requestor information and feedback to requestor information.							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.2-3											
B. LINE ITEM TITLE: Training materials for HR data users																		
C. OPR. NSSC	D. TYPE A-D below = Type 1 E below = Type 3	E. INSPECT/ ACCEPT 6	F. FREQ. As Required	G. INITIAL SUB. Upon request by NSSC CO	H. AS OF DATE													
J. REMARKS: Develop and maintain training materials for Human Resource and Training data users For Type 1 deliverables submit 1 electronic and 1 hardcopy for signature for each item. For Type 3 deliverables submit 1 electronic.																		
K. DISTRIBUTION NSSC CO							<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>4</td> <td>A</td> </tr> <tr> <td>5</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>		TOTALS		NO.	TYPE	4	A	5	B		
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DATA REQUIREMENT DESCRIPTION																		
1. TITLE Training materials for HR data users							2. NUMBER DRD 3.2-3											
3. USE Training materials to support ongoing implementation of Agency-wide HR/Training tools and applications							4. DATE 08/31/04											
							5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP							6. REFERENCES PWS Section 3.2.4.3											
8. PREPARATION INFORMATION Tasking will come from NSSC HR/Training. As requested training materials will be in the form of Quick Guides (electronic and paper), User Guides (electronic) and Computer Based Training (CBT). The Service Provider shall support all aspects of the training development including: <ul style="list-style-type: none"> A. Needs Assessment B. Development of Performance Objectives C. Training Aid Design (including suggested method of delivery) D. Production of materials E. Development and collection of Training Evaluation 																		

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.3-1										
B. LINE ITEM TITLE: Procurement Forms Standardization Plan																
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. Semi-annual	G. INITIAL SUB. 180 days after NSSC Operational Date	H. AS OF DATE											
J. REMARKS: Service Provider will survey the center's local procurement forms to prepare a form standardization plan																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B		
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DATA REQUIREMENT DESCRIPTION																
1. TITLE Procurement Forms Standardization Plan				2. NUMBER DRD 3.3-1												
3. USE Prepare a standard set of electronic procurement forms for the Agency				4. DATE 08/31/04												
				5. ORGANIZATION NSSC												
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 3.3.1.3												
8. PREPARATION INFORMATION Review current procurement forms in use throughout the Agency and develop a standardization plan leading to one set of electronic procurement forms for the Agency. Initial report shall be a narrative statement describing the method and approach to be used to conduct the survey. The narrative shall include a proposed schedule (milestones, tasks, activities, events). Follow-on progress reports shall address: progress made during the reporting period, a description of difficulties that could affect the schedule and the cost, proposed corrective actions, revised schedule, and planned activities for the next reporting period.																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.3-2										
B. LINE ITEM TITLE: Grants Study																
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ACCEPT 6	F. FREQ. One Time	G. INITIAL SUB. Study plan: 60 days after NSSC Operational Date. Final report: 270 days after NSSC Operational Date.		H. AS OF DATE										
J. REMARKS: NASA will provide Points of Contact for relevant NASA and interagency grant-related systems.																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B		
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1	B															
DATA REQUIREMENT DESCRIPTION																
1. TITLE Grants Study					2. NUMBER DRD 3.3-2											
3. USE Report findings will be used by NASA management in formulating a plan of action for automation of NASA grants processes.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.3.2.1											
8. PREPARATION INFORMATION See PWS 3.3.2.1 for description of requirement. Additional instructions are as follows: <ul style="list-style-type: none"> - SP is encouraged to consult with NASA grant managers frequently while designing and conducting study. - The study shall consider ramifications of potential courses of action from all standpoints, including: cost, technical, schedule, complexity, interfaces, and risk. - Study Plan delivery shall include outline of proposed course of action. - Final Report delivery shall include detailed narrative report plus Microsoft Powerpoint briefing package summarizing report. 																

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.3-3										
B. LINE ITEM TITLE: SBIR/STTR Study																
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. One Time	G. INITIAL SUB. Study plan: 60 days after NSSC Operational Date. Final report: 180 days after NSSC Operational Date.		H. AS OF DATE										
J. REMARKS: The SP shall perform a requirements analysis and study of SBIR/STR electronic processes, leading to an SP recommendation as to the most optimal course of action toward efficient and effective SBIR/STTR contract process automation. In performing this analysis, the SP shall examine the SBIR/STTR Electronic Handbooks system and the IFM Contract Administration Module (for document generation and reporting). The SP study shall consider pros and cons of potential electronic integration between such systems.																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B		
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1	B															
DATA REQUIREMENT DESCRIPTION																
1. TITLE SBIR/STTR Study					2. NUMBER DRD 3.3-3											
3. USE Report findings will be used by NASA management in formulating a plan of action for automation of NASA SBIR/STTR contract processes.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.3.3.1											
8. PREPARATION INFORMATION See PWS 3.3.3.1 for description of requirement. Additional instructions are as follows: <ul style="list-style-type: none"> - SP is encouraged to frequently consult with NASA field center procurement managers and field center procurement IT specialists while designing and conducting study. - The study shall consider ramifications of potential courses of action from all standpoints, including: cost, technical, schedule, complexity, interfaces, and risk. - Study Plan delivery shall include outline of proposed course of action. - Final Report delivery shall include detailed narrative report plus Microsoft PowerPoint briefing package summarizing report. 																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.3-4	
B. LINE ITEM TITLE: NASA Contracting Intern Program (NCIP) Handbook							
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. Annually and amend as needed	G. INITIAL SUB. 1 year after NSSC Operational Date	H. AS OF DATE		
J. REMARKS: NCIP Handbook provided by NASA. SP to provide annual review of the Handbook and updates as necessary.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
DATA REQUIREMENT DESCRIPTION							
1. TITLE NASA Contracting Intern Program (NCIP) Handbook					2. NUMBER DRD 3.3-4		
3. USE Information and Communication regarding the NSSC/NCIP					4. DATE 08/31/04		
					5. ORGANIZATION NSSC		
					6. REFERENCES PWS Section 3.3.5.3		
7. INTERRELATIONSHIP							
8. PREPARATION INFORMATION The Service Provider shall review the Handbook at least annually to ensure that the information is accurate and complete and update as necessary. Timely revisions are of utmost importance as the NCIP Handbook serves as a guide for interns, Center points of contact, and others involved in the program. Based on the reviews and feedback from NASA, the SP shall submit recommended changes, updates and deletes.							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-1								
B. LINE ITEM TITLE: Policy Development														
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. As Required	G. INITIAL SUB. 60 days after request by NSSC CO	H. AS OF DATE									
J. REMARKS:														
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> </table>	TOTALS		NO	TYPE	1	A	1	B
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NO	TYPE													
1	A													
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DATA REQUIREMENT DESCRIPTION														
1. TITLE Policy Development					2. NUMBER DRD 3.4-1									
3. USE To document policies, directives, standards, guidelines, processes and procedures applicable to the NSSC.					4. DATE 08/31/04									
					5. ORGANIZATION NSSC									
7. INTERRELATIONSHIP PWS paragraph 3.4.2.1					6. REFERENCES PWS Section 3.4.2.1									
8. PREPARATION INFORMATION To develop NSSC policies, directives, standards, guidelines, processes and procedures that are derived from policies promulgated from the Office of the CIO. These documents will address a broad range of IT related topics such as security policies, web usage, virus protection, cell phone usage, computer energy, etc. The SP shall utilize current documents existing at other Centers as a template (electronic copies will be provided). Additionally, policies at NASA are on a three-year refresh cycle and the SP will assist in updating these NSSC documents. The following are examples of some of the policies required for the NSSC for the first year: <p>Access to NSSC IT Systems via Personally Owned Computers and Personal Digital Assistants (PDA), Conducting Computer Searches, Dedicated Lines, Denying Network Access, Dial-in Access, Distribution of Network Diagrams, Exclusions to Automated System Updates, File Transfer Protocol (FTP), Imported Software Inspection for Malicious Code, Notification to Users at Login, Penetration Testing, Privileged Access or Access with Limited Privileges to Information in NSSC's IT Systems, Providing Network Services to Contractor and other outside Personnel, Software Usage, Use of External Mail Systems, Use of NASA IT Resources, Use of Standard Ports, Use of Wireless Network IT Devices, Virtual Private Networks (VPN), Web Site Registration</p> and others as requested by NSSC Contracting Officer.														

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01		A. ITEM NO. DRD 3.4-2											
B. LINE ITEM TITLE: IT Delivery model and Information Technology Assessments																		
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ACCEPT 6	F. FREQ. Yearly	G. INITIAL SUB. 6 months after NSSC operational date	H. AS OF DATE													
J. REMARKS:																		
K. DISTRIBUTION NSSC CO								<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B		
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DATA REQUIREMENT DESCRIPTION																		
1. TITLE IT Delivery Models and Technology Assessments						2. NUMBER DRD 3.4-2												
3. USE To establish and maintain a high quality service at the NSSC leading edge technology and delivery models should be assessed yearly. The latest IT management practices, service models, IT technological trends, architectures, innovations and advances in IT technology should be compared to existing capability at the NSSC.						4. DATE 08/31/04												
						5. ORGANIZATION NSSC												
7. INTERRELATIONSHIP						6. REFERENCES PWS Section 3.4.2.2												
8. PREPARATION INFORMATION A gap-analysis presentation shall be prepared which addresses current management practices, delivery models, IT technological trends, architectures, innovations and advances with that currently being utilized by the NSSC. This presentation will be used for continuous improvement of services provided by the NSSC. The presentation shall, at a minimum, identify new trends, identify advantages/disadvantages of adopting new models/technologies, identifying gaps at NSSC, present options for adoption, and provide rough order of magnitude cost and schedule impacts. A report shall be provided which includes supporting detailed write-up that determined conclusions reached and presented in the above presentation.																		

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-3										
B. LINE ITEM TITLE: Configuration Management Plan																
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT N/A	F. FREQ. Annually	G. INITIAL SUB. January 2006	H. AS OF DATE											
J. REMARKS:																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B		
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NO.	TYPE															
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DATA REQUIREMENT DESCRIPTION																
1. TITLE Configuration Management (CM) Plan					2. NUMBER DRD 3.4-3											
3. USE Documents the process used to identify, baseline, change and record items requiring configuration management and ensures the systematic control of changes to those items.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.4.2.3											
8. PREPARATION INFORMATION Provide documentation which maintains accurate records reflecting each item's original configuration and all changes. The CM Plan should also document a Change Request (CR) system by which changes to the IT systems configuration management items will be coordinated which will also include changes to interfacing items outside the scope of the CM Plan. The CM Plan should address the following: <p>a. Interface Control – maintain effective management of all IT systems that have been placed under configuration management. All interface changes and updates must be documented. Accurate records reflecting all changes are to be maintained by the requesting and receiving NASA organizations.</p> <p>b. Configuration Reporting – provide an accurate record, status and history of all information technology and systems configuration managed items. A Configuration Management Item (CMI) is considered to be under configuration control once it has been identified and baselined by the appropriate control authority. Once the CMI is under configuration control, the SP will establish and maintain a CMI database. This database will contain a description of all CMI's according to CR Number, effective date and other characteristics. All changes that are made to any configuration managed item must occur through a CR process. Changes will be recorded and added to the database for tracking purposes.</p> <p>c. Records Management – provide updates to the CMI database to reflect configuration changes decisions. Verification of completion of the CMI baseline or change constitutes closures of the CR. All records, paper and electronic, will be stored according to the Center and NASA requirements.</p> <p>d. Recommend that IT items should receive configuration management.</p>																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-4										
B. LINE ITEM TITLE: IT Security Metrics Report																
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. As defined in table below	G. INITIAL SUB. March 2006	H. AS OF DATE											
J. REMARKS:																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	TOTALS		NO	TYPE	1	A	1	B		
TOTALS																
NO	TYPE															
1	A															
1	B															
DATA REQUIREMENT DESCRIPTION																
1. TITLE IT Security Metrics Report					2. NUMBER DRD 3.4-4											
3. USE To document and review IT metrics for trends/issues.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.4.2.5											
8. PREPARATION INFORMATION The following table identifies metrics that need to be completed, the reference to the format, and indicates when or how often these items need to be rechecked. Each requirement consists of a set of tasks that, when completed, help ensure an acceptable level of security.																
IT Metric	CIO Letter (s) and Reporting Format					Frequency										
IT Security and Awareness Training (Employees)	FY 2004 Reporting Requirements for Information Technology Security Training, Dated 19 Dec 03					Yearly (with quarterly updates)										
System Administrator Certification	IT Security Certification for Computer and Network Administrators Dated 25 Nov 2002 FY 2004 Reporting Requirements for Information Technology Security Training, Dated 19 Dec 03					Yearly (with quarterly updates)										
IT Security Vulnerability Elimination or Mitigation	Scanning and Vulnerability Elimination or Mitigation, Dated 19 Dec 03					Quarterly										
IT Security Incident Reporting	Information Technology Security Incident Reporting Requirements, Dated 12 Feb 04					Quarterly										
IT Security Plan Registry	Information Technology System Security Plan Registry, Dated 1 May 03					Quarterly										
Patch Management	NASA Information Technology Security Patch Management Systems, Dated 9 March 04					Quarterly										
FISMA Requirements	OMB MEMORANDUM FOR HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES: Reporting Instructions for the Federal Information Security Management Act and Updated Guidance on Quarterly IT Security Reporting, Date 6 Aug 2003					Quarterly										
POA&M	OMB MEMORANDUM FOR HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES: Reporting Instructions for the Federal Information Security Management Act and Updated Guidance on Quarterly IT Security Reporting, Date 6 Aug 2003					Quarterly										

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.4-5											
B. LINE ITEM TITLE: Application Development and Engineering Metrics																	
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. Initial deliverable for NSSC approval: 45 days after NSSC Operational Date	H. AS OF DATE 30/10												
J. REMARKS: High quality software and Web development is essential at the NSSC.																	
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>		TOTALS		NO.	TYPE	1	A	1	B		
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NO.	TYPE																
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DATA REQUIREMENT DESCRIPTION																	
1. TITLE Application Development and Engineering Metrics						2. NUMBER DRD 3.4-5											
3. USE To ensure high quality software deliverable of unclassified NASA electronic information and data processed by Federal general support computer systems and major software applications.						4. DATE 08/31/04											
						5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP						6. REFERENCES PWS 3.4.3.1											
8. PREPARATION INFORMATION Initial delivery: The SP shall provide to the NSSC, a recommended set of software development and engineering metrics to be approved by NASA. Monthly deliverable: Application Development and Engineering Metrics report based on the NSSC and SP approved agreement.																	

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.4-6											
B. LINE ITEM TITLE: Vulnerability and Incident Analysis and Reporting																	
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. As required	G. INITIAL SUB. As required	H. AS OF DATE												
J. REMARKS:																	
K. DISTRIBUTION NSSC CO						<table border="1"> <thead> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>A</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>		TOTALS		NO.	TYPE	1	A				
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NO.	TYPE																
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DATA REQUIREMENT DESCRIPTION																	
1. TITLE NASA Incident Response Center Reporting						2. NUMBER DRD 3.4-6											
3. USE To provide analysis and documentation to aid in vulnerability assessments and notification.						4. DATE 08/31/04											
						5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP						6. REFERENCES PWS Section 3.4.4.2											
8. PREPARATION INFORMATION For all IT security incidents the SP shall report at a minimum, the following information: any system compromises, information compromises, unauthorized access, and/or denial of service to NASIRC. The initial report should contain as much of the following information as possible: exploited IP addresses, hostile IP address and domain name, exploit used, date and time of discovery, date and time of exploit, operating system with version number, incident summary, information categories of the computers affected, labor hours and cost of downtime, and identify System Security Plan for the exploited system. Follow-on reports to provide information not available during the preparation of the initial report should be sent to NASIRC on a weekly basis until all relevant information is captured. Incidents will remain open until all information requested above is provided. Once all information is provided, the incident will be closed.																	

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-7										
B. LINE ITEM TITLE: IT Security Planning																
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT 6	F. FREQ. Yearly; updates as required	G. INITIAL SUB. Draft: Center level Plan and Contact Center Plan with proposal Final: January 2006	H. AS OF DATE 3/17/04											
J. REMARKS: The information technology Center and systems security plan(s) must be consistent with and further detail the approach contained in the SP's proposal or sealed bid that resulted in the award of this contract and in compliance with the requirements stated in each document referenced in "6. References" below.																
K. DISTRIBUTION NSSC CO					<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>		TOTALS		NO.	TYPE	1	A	1	B		
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1	B															
DATA REQUIREMENT DESCRIPTION																
1. TITLE Information Technology Security Plan					2. NUMBER DRD 3.4-7											
3. USE To document information technology security risk management and safeguards for protection of unclassified NASA electronic information and data processed by Federal general support computer systems and major software applications.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP NPR 2810.1 – Security of Information Technology NPR 1620.1A—Security Procedural Requirements NFS 1804.470-3 – Security Plan for Unclassified Federal Information Technology Systems NFS 1852.204-76 – Security Requirements for Unclassified Information Technology Resources					6. REFERENCES PWS Section 3.4.4.1											
8. PREPARATION INFORMATION The Plan shall document the safeguards necessary to ensure sufficient availability, integrity, and confidentiality of that information accessed or managed within the systems and/or applications, based on the SP's assessment of risks. A draft Center IT Security Plan, consistent with the applicable references, will be required with the proposal. Additionally, a draft systems-level security plan will be required for the contact center 90 days after contract start, with the final version due 120 days after contract start. All other draft systems level plans will be January 2006, with the final version due 30 days prior to the NSSC operational start date. The Information Technology Security Plan shall meet the requirements of the applicable documents in "6. References" and document how the SP personnel will utilize, in a secure manner commensurate with the sensitivity of the information involved, those Federal computer systems and software applications managed by others. The Plan shall describe the SP's processes for implementing information security including personnel background screening, personnel awareness and training, information protection and security incident response. Additionally, a separate system-level Information Technology System Security Plan shall be prepared for each Federal general support computer system or major software application managed by the SP personnel in the performance of this contract. The Information Technology System Security Plan(s) shall meet the requirements of the applicable documents in "6. References" above. NPG 2810.1 defines "general support computer systems" and "major applications" and provides plan requirements for both.																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-8										
B. LINE ITEM TITLE: Customer Contact Center, Web and Help Desk Integration Business Case Study																
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT 6	F. FREQ. One time deliverable.	G. INITIAL SUB. Study plan: 90 days after NSSC Operational Date. Final report: 12 months after NSSC Operational Date.		H. AS OF DATE										
J. REMARKS: NASA will provide Points of Contact for relevant NASA help desks and systems.																
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>5</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>	TOTALS		NO.	TYPE	1	A	5	B		
TOTALS																
NO.	TYPE															
1	A															
5	B															

DATA REQUIREMENT DESCRIPTION

1. TITLE Customer Contact Center, Web and Help Desk Integration Business Case Study	2. NUMBER DRD 3.4-8
3. USE Report findings will be used by NSSC management in formulating a plan of action for integrating NSSC Customer Contact Center, websites as well as appropriate NSSC and Center help desks.	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.4.3.3

8. PREPARATION INFORMATION

The SP shall perform a study and develop a business case for integrating the Customer Contact Center, web sites and help desks such as at the NSSC Virtual Site and related Center sites (DRD 3.4-8). The integrated web site and Customer Contact Center shall support, at a minimum, the following capabilities: End-to-end problem tracking and resolution, Customer knowledge base and service history repository, Self-service capability for customers, Web and electronic forms (including NASA Standard Forms), Email support, Customer satisfaction evaluation

Additional instructions are as follows:

- SP is encouraged to consult with NSSC and other NASA management frequently while designing and conducting study.
- The study shall consider ramifications of potential courses of action from all standpoints, including: cost, technical, schedule, complexity, interfaces, and risk.
- Study Plan delivery shall include outline of proposed course of action.
- Final Report delivery shall include detailed narrative report plus Microsoft PowerPoint briefing package summarizing report.
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DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.4-9											
B. LINE ITEM TITLE New IT Systems Summary																	
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. Initial deliverable Project Plan: 120 days After Contract Start Monthly deliverable: Monthly status reports	H. AS OF DATE												
J. REMARKS: Technical Exhibit 8: New IT Systems Summary describes an initial set of systems required by the NSSC.																	
K. DISTRIBUTION NSSC CO						<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td></td> <td></td> </tr> </table>		TOTALS		NO.	TYPE	1	A	1	B		
TOTALS																	
NO.	TYPE																
1	A																
1	B																
DATA REQUIREMENT DESCRIPTION																	
1. TITLE New IT Systems Summary				2. NUMBER DRD 3.4-9													
3. USE To ensure high quality software deliverables of unclassified NASA electronic information and data processed by Federal general support computer systems and major software applications.				4. DATE 08/31/04													
				5. ORGANIZATION NSSC													
7. INTERRELATIONSHIP				6. REFERENCES PWS 3.4.3													
8. PREPARATION INFORMATION Initial delivery: The SP shall deliver a comprehensive project plan for NSSC approval that fully describes how the SP will develop and implement the identified systems. The project plan shall include estimated costs and schedules for each system. Monthly deliverable: Monthly status reports against the approved project plan.																	